DTS ACCOMPLISHMENTS

CTO / eGov Office

The CTO / eGov Office coordinates statewide digital government efforts and manages the Utah.gov portal. The office also provides support for statewide technical architecture, drafting standards and guidelines, as well as maintaining the state's technical architecture wiki.

Utah recognized as top "Digital State" by Center for Digital Government

In 2010, the State of Utah was recognized as the #1 Digital State in the country by the Center for Digital Government. Utah's winning performance in this year's survey -- conducted biannually by the Center for Digital Government -- continues a trend of excellence in the state's rankings. Utah finished eighth in 2004, fourth in 2006, and first in 2008. The 2010 Digital States Survey measured state governments' progress on an array of citizen self-service technologies -- including Internet portals, applications and Web 2.0 features like blogs, wikis, social networks and mash-ups. Grades were given based on quantifiable results in

better serving citizens and streamlining operations. Four states received A grades, with Michigan and Utah receiving an A and Pennsylvania and Virginia receiving an A-. The survey also evaluated state IT programs overall, with measures of the alignment of architecture, infrastructure, policy, planning, methodologies and organizational maturity. The Digital State award is recognition of the coordinated efforts of the Department of Technology Services and the agencies it serves in achieving a high degree of technological excellence.

In addition to the national Digital States Survey conducted

biannually by the Center for Digital Government, individual states were also chosen as winners in various categories. The best practice evaluation considers policies and progress made by state government in their use of digital technologies to better serve their citizens and streamline operations. Additional Placement:

Health & Human Services: 1st Place
Commerce, Labor, & Tax: 1st Place
Finance & Administration: 1st Place
Energy & Transportation: 2nd Place
Public Safety: 2nd Place

Digital Services
Utah adds over 70 new online services in FY2011

By David Fletcher

In FY2011, Utah added a record number of new online services as it continued to prove the value of doing the business of government online. The state also set new benchmarks in terms of how vigorously citizens are using online services, executing over 25 million transactions online.

The first service to roll out in the new fiscal year was the result of legislation which mandated a way for businesses to show they were compliant with government hiring regulations. The result was verify.utah.gov, overseen by the Utah Department of Commerce.

Shortly afterward, the Health Department introduced PANO - Physical Activity, Nutrition, and Obesity, a new site designed to help Utahns get healthy.

Many new mobile services were introduced during the year, including a new Business Entity Search, all aimed at helping Utahns leverage their new smart phones and get information and services where and when they need them.

Utah's new Notary service provides all the tools people need to become a notary, including training and an online examination process. The new service also cut costs and increased revenues for the Lt. Governor's office which runs the service.

State, local, and federal agencies all came together to create a portal for fire information in the state at utahfireinfo.gov. And in September, they had a chance to utilize this service during the Herriman fire which threatened a Salt Lake Valley community. State and local agencies also made extensive use of social media at the time to provide real-time updates to citizens on important issues such as evacuation routes and emergency shelters. Agencies also created new blogs as a way to share more information with the public.

A new version of the popular Public Meeting Notice website was introduced in October with several new services. Over 20,000 public meetings are published through the site each year.

Utah continues its commitment to open government, and in 2011 added city and county financial records to transparent.utah.gov.

In 2011, another milestone was reached when the state reached over 200,000 businesses completing their registration through the state's one-stop business registration service.

> "The results of the Digital States Survey show what happens when states take technology seriously – you can deliver services, you can reduce costs and you can cope with budget cuts."
>
> **Cathilea Robinnet**
> **Center for Digtal Government**

Technical Architecture
Standards Provide a Direction for Utah Technology

By Robert Woolley

DTS continued to make progress in setting standards and guidelines for enterprise technology in FY11.

Utah's guidelines for mobile platform development created a model for the state, which is already a leader in the delivery of mobile government services.

Web accessibility standards were updated in 2011 to help ensure that Utah websites provide a great experience for all citizens.

DTS provided support and direction in helping Utah continue is adoption of cloud services and a cloud strategy that will provide many new efficiencies to state government.

The Architecture Review Board (ARB) approved architectures for OpenID which is now in use for the DWS MyCase system and provided over 30,000 ID's in the first week in operation.

Technical Architecture
The technical architecture program has driven many innovative new standards that are shared across the state enterprise to help drive efficiency and innovation.

Digital Government Awards
2010-11 a Landmark Year for Utah

In 2010, Utah was widely recognized as a leader in digital government innovation. Not only was it awarded the top digital state designation by the Center for Digital Government, but it also received a large number of awards recognizing its online services for setting a new standard of excellence.

The Academy of Visual Arts recognized Utah.gov and the Utah Department of Public Safety's Mobile Media Portal as winner of a 2010 W3 Silver Award. The W3 Awards honor creative excellence on the web, and the creative and marketing professionals behind the award winning sites.

Utah.gov was honored with 2010 Digital Government Achievement Award for the Driver License Division's Online Scheduler and the Professional Licensing Continuing Education Management service, sponsored by the Center for Digital Government.

Public Technology Institute (PTI) recognized Utah.gov as a "leader in the innovative application of Web 2.0 technologies and civic / social media tools in 2011. According to PTI, the State of Utah has demonstrated impressive results in citizen engagement, government accountability, and operational efficiencies. The eGov Office has helped drive the successful adoption of social media as a business tool by providing training to various government agencies and cross-agency

"Utah.gov is a landmark achievement for digital government and constituent engagement."

Rachel Sterne
Chief Digital Officer, New York City

organizations, creating a central presence on connect.utah.gov, providing regular maintenance for multiple centrally managed, highly trafficked social media accounts such as @utahgov on Twitter, and developing standards and guidelines through the ARB.

In April 2011, the Utah Innovation Awards selected the On-the-Spot renewal service and Public Safety Media Portal as awardees in the 9th annual Utah Innovation Awards. The award recognizes significant innovations and the Utah companies that created them. The program is designed to draw attention to the high level of innovation taking place throughout the state.

Altogether, Utah.gov and its associated online services have received over 25 awards in 2010 and 2011.
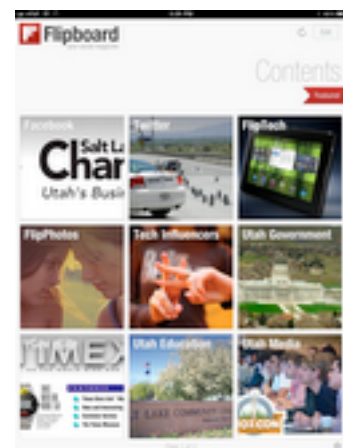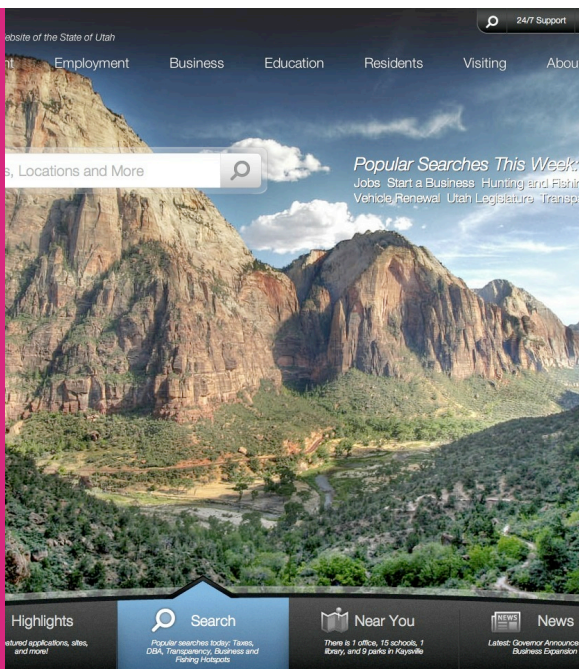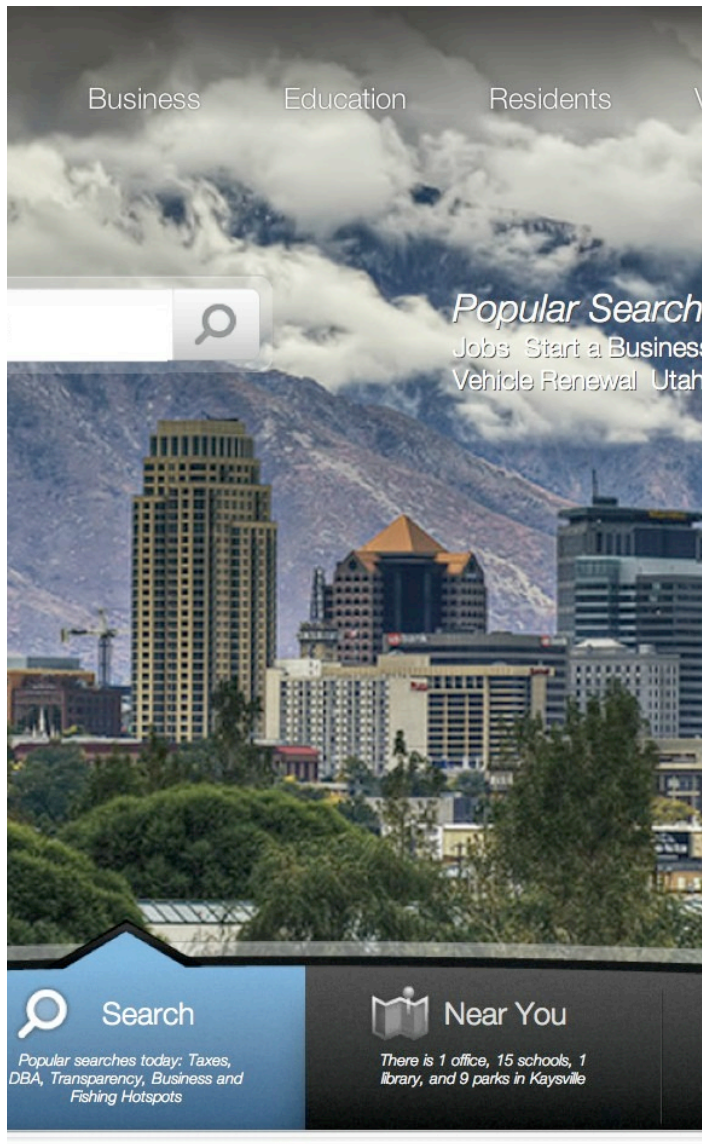
Innovation
Utah.gov 2011 demonstrated innovation in new design concepts and the use of new technologies. The site architecture and content also promotes increased collaboration .

"I wish every government website was as beautiful as Utah's"

- Aaron Silvers

"We are thrilled to announce the re-design of Utah.Gov. Utahns are tech savvy and they expect their government to be the same. Economic development in the State has been a top priority and the new design focuses on utilizing the most innovative technology to better serve Utah citizens and business 24/7."

Governor Gary Herbert

Utah.gov 2011
New Portal demonstrates Innovation, Service

By Utah.gov

On June 1, 2011, the state finished one of its most ambitious portal projects yet. Governor Herbert introduced the new website to citizens through a major press event detailing the new features, as well as the efficiencies it would bring to Utah citizens and businesses. The press conference was an opportunity to make people aware of the many ways the portal can benefit them and continue to achieve the efficiency goals that are outlined in the State's egovernment plan.

Key features of the new Utah.gov include:

Search-Friendly - Search is the most used feature on the site – two times more than the next highest feature. In 2009, Utah.gov made search prominent, but in the 2011 version, search is unmistakable. Utah.gov's search results are also expanded to deliver related agency information, office hours, interactive maps, and related forms.

• Community-Based Information - Utah.gov remains at the forefront of using technology to identify a citizen's location and present community-specific information such as public meetings, jobs, and government office locations. Visitors from outside the state also receive a unique experience that showcases stunning images of Utah and encourages exploration for those who may be relocating, starting a business, or looking for great tourist destinations around the state.

• Simplified Design for Web, Mobile, and Tablet Devices - By using Utah.gov's strong technical foundation, the new website is available to citizens through web browsers, mobile phones, and tablet devices. Social media plugins (such as Twitter and Facebook) are also standard elements across the site.

DTS ACCOMPLISHMENTS

Solutions Delivery Office

Provides shared services to ALL State Agencies in the areas of Project Management, Business Services, Graphics Design, and Software Development

DTS Solutions Delivery - Sharing skills, knowledge, and talent across the Enterprise

Shortly after DTS was established, the Solutions Delivery group was formed. This group was formed with the objective of providing shared services to ALL State Agencies in the areas of Project Management, Business Services, Graphics Design and Software Development. For the past three years, this 'pool' of resources has been available to State Agencies, to provide temporary augmentation to their dedicated IT staff in all areas.

However, in the past year, this group has grown considerably.

Currently, resources traditionally dedicated to supporting IT Needs for DAS, DHRM, DCC, USH, UID and the Governor's office are now included under the Solutions Delivery umbrella.

Now, many of the practices employed by the Solutions Delivery 'pool' are also being applied to those teams traditionally dedicated to supporting a single Agencies' IT Needs and are allowing for:

- *The expansion and contraction of IT Resources based upon cycles of demand from the Agencies' business*

units. For example, with the introduction of a Self-Service Human Resource Support Center, DHRM was faced with a temporary 'bump' in demand for IT Services. This extra demand for IT Services, will likely last throughout FY2012 and then decrease again in FY2013. Traditionally, the Agency would have two options: 1) hire more permanent IT Staff and hope that demand stays at the elevated level, so they would not have to terminate the same employees after a year, or 2) use consulting help

DTS Solutions Delivery - Sharing skills, knowledge, and talent across the Enterprise

for a year and then watch the knowledge and expertise leave with the consultant(s) at the end of the project. Instead, Solutions Delivery, which now supports DHRM, reassigned DTS employees with the proper knowledge and skills to DHRM for FY2012 and will reassign those same individuals to another agency experiencing a 'bump' in demand in FY2013. This results in DHRM not only getting the skill sets needed during the time frame needed, but also in the retention of valuable institutional knowledge concerning the DHRM project within permanent staff who remain with the organization.

- *The sharing of existing resources to support shared environments that service multiple agencies.* During the past year, the State Hospital has experienced challenges with keeping DBA support for their existing databases. There is not enough work required for one full-time FTE, much less both a primary and backup. However, the support of the mission critical database is required 7x 24. Again, with the traditional support model, the State Hospital would have been faced with the following options –1) try to hire a full-time DBA and hope they could do some other work in their downtime, or 2) try to enter into a contract for a part-time DBA. (Either option would not have provided a backup). During the past fiscal year, the development staff assigned to the support of the State Hospital has been moved under the Solutions Delivery umbrella. Shortly after moving the group, the combined resources completed an analysis on the database management needs and concluded that moving from Sybase to Microsoft SQL Server would be very cost effective, not only for the present, but in the future and have migrated towards the Shared SQL Server Environment supported by existing Solutions Delivery DBA's. This has resulted in -

the elimination of the need for hiring operational DBA's, dedicated to the support of this single Agency.

Expansion of Solutions Delivery allows for the expansion and contraction of IT resources based upon demand, the sharing of existing resources, and the proliferation of standard toolsets and methodologies

- the movement to an environment with both skilled primary and secondary DBA's supporting the database
- 24 x 7 database support
- existing development staff being able to concentrate on critical projects that need attention, instead of trying to cover DBA needs in critical situations.

- *The proliferation of standard toolsets, utilities and methodologies.* Shortly after being combined under the Solutions Delivery umbrella, the development groups for Governor's office, State Hospital, DHRM and DAS began implementing common tools already employed by other Solutions Delivery staff.

- The Governor's office, Trust Lands, State Hospital, USDC, DAS and DHRM have now employed the use of Subversion for version control of their web application code. They have joined Public Safety, AGRC, the Attorney General's office and others in the use of this tool.

- The Governor's office, Trust Lands, State Hospital, USDC, DAS and DHRM have also incorporated the use of Redmine in their software development cycle. This tool allows for the tracking and assignment of defects, issues, future enhancements, etc. Again, these agencies have joined AGRC, Public Safety, Corrections, and the Attorney General, who have already been using Redmine.

Because of the consistent use of common tools, there are now new opportunities for sharing knowledge, skills and expertise. In April and May of this year, brown-bags were conducted on Testing, Redmine and Subversion. IT resources supporting many of the agencies above were able to attend these sessions and pick up tricks, tips and trouble-shooting advice. In addition, they were able to see time-saving testing techniques using the toolsets, and sharing contact information with others who could help when they needed assistance.

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DTS ACCOMPLISHMENTS
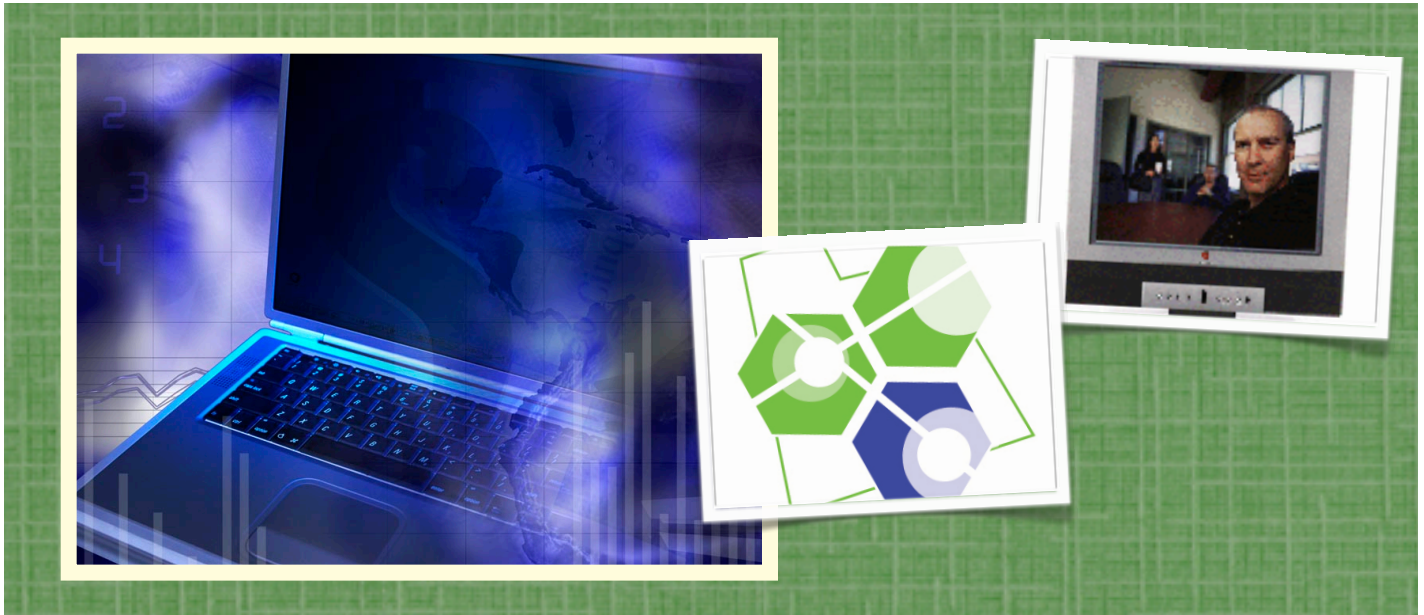
Desktop Services Completed 3 Optimization Initiatives to help provide efficiencies

Desktop Services - Enterprise Client Management System

Desktop Services implemented an Enterprise Client Management System to begin optimizing support and maintenance processes. The initial implementation achieved the following:

Created a dynamically updating asset inventory of over 16,000 networked laptops and desktops
This enterprise view of desktop devices provides the baseline for planning future optimization efforts. Examples of future initiatives are:
• Reducing the over 700 different makes and models of desktops and laptops in the enterprise to maximize compatibility and minimize hardware support.

• Address the variations in patch levels for software applications and operating systems to minimize security and compatibility issues.
• Identify the installation and use of software that could impact productivity, i.e. peer to peer file sharing like Limeware, Kazaa, or BitTorrent.

Created and migrated over 2500 application bundles
Application bundles standardize the installation and configuration of applications to maximize compatibility and facilitate ease of distribution. Technicians statewide have access to a central repository for distribution of software.

Developed base images for deployment of standard Windows XP SP3 and Windows 7 64 bit operating systems
By using these two standard images, desktop devices are assured to have operating systems that differ by hardware drivers only which limits issues due to application conflicts. The Windows 7 image is the basis for application compatibility testing that is necessary for determining whether agencies are able to migrate from Windows XP to a 64 bit platform.

DTS ACCOMPLISHMENTS

Enterprise Help Desk

The Enterprise Help Desk was created to facilitate dynamic allocation of resources statewide as quickly as possible while maintaining agency level expertise. The diversity of applications, systems, and processes throughout the enterprise presented a major hurdle. This challenge was met by implementing the following:

Campus Help Desks

Campus Help Desks provide personalized attention at the agency level while facilitating enterprise standards for support. These help desks focus on the agencies that make up the individual campuses, limiting the overall scope of knowledge technical staff had to acquire and retain.
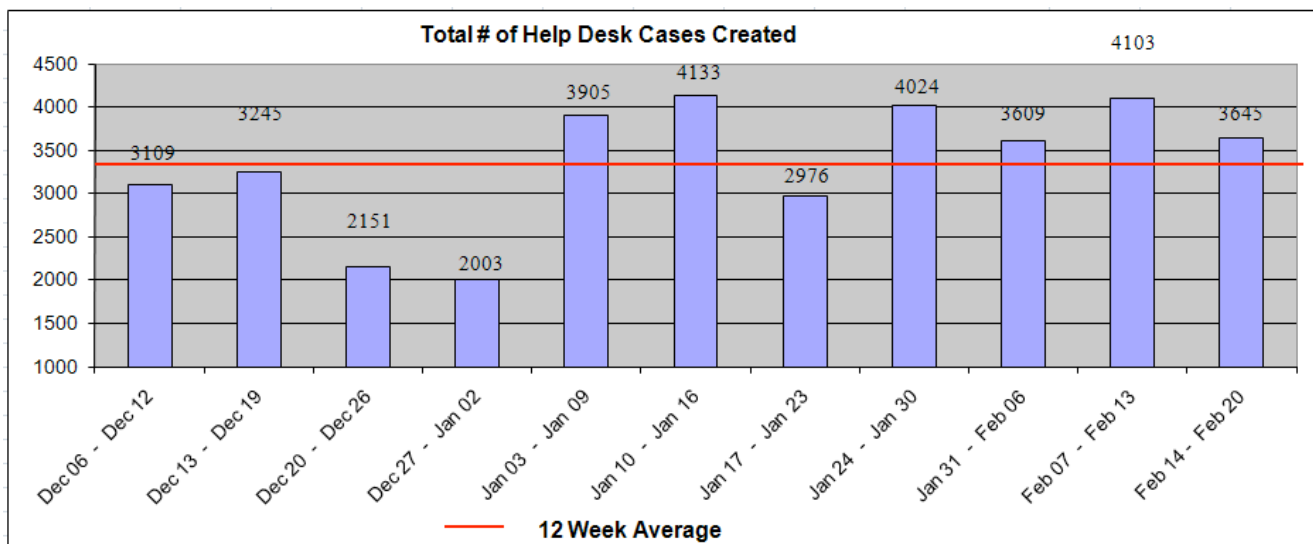
Deploying an enterprise remote control tool

Desktop Services completed an RFP to acquire a remote control tool that met a requirements list comprised of features embodied in other products used in the support of various agencies. The RFP was awarded to Bomgar.

The Bomgar tool allows Campus Help Desks to collaborate with each other in real time while assisting customers. This facilitates leveraging technicians regardless of where they are physically located.

As a result of these changes, Desktop Services has:
- An average of resolving incidents in less than three hours
- Averaged almost 3000 remote control sessions per month
- Maintained a high level of customer satisfaction while taking on almost 25% more work than the previous year.

Total # of Help Desk Cases Created

Week	Cases
Dec 06 - Dec 12	3109
Dec 13 - Dec 19	3245
Dec 20 - Dec 26	2151
Dec 27 - Jan 02	2003
Jan 03 - Jan 09	3905
Jan 10 - Jan 16	4133
Jan 17 - Jan 23	2976
Jan 24 - Jan 30	4024
Jan 31 - Feb 06	3609
Feb 07 - Feb 13	4103
Feb 14 - Feb 20	3645

— 12 Week Average

Desktop Services successfully implemented both server hosted and desktop hosted forms of virtualization to overcome application deployment issues.

Desktop and Application Virtualization

Virtualization is a powerful yet complicated technology to implement because of the diversity of options. This year, Desktop Services successfully implemented both server hosted and desktop hosted forms of virtualization to overcome application deployment issues like:

- Running applications with Windows dependencies on non-Windows devices
- Securing access to data so users can work with but not copy, download, or send information outside the virtual environment
- Reduce the footprint of locally installed applications
- Eliminate conflicts between locally installed applications

DTS ACCOMPLISHMENTS

The Unified Communications Team has been examining and implementing the next generation of communication technologies

Unified Communications

A chartered Unified Communications Team, lead by DTS and consisting of representatives from several state agencies, has been examining and implementing the next generation of communication technologies. The team has:

- **Implemented Enterprise IP Voice Mail**
  Rather than continue to purchase and maintain separate voice mail devices for each state facility, DTS has implemented an enterprise voice mail solution that is capable of serving all state users at all locations. The initial implementation is already serving over 3,300 users. As antiquated phone systems and their associated voice mail devices are replaced with Voice over Internet Protocol (VoIP) technologies, this centralized solution can easily be expanded to take care of the voice mail needs of the 13,000+ state customers.

- **Produced Unified Communications RFP**
 Twenty seven vendor responses have been received. The agency business needs were assessed, and the RFP was written with the assistance of an experienced consultant. A multi-agency evaluation committee has been formed from among the team members to score the responses. After contract recommendations are made to State Purchasing, the UC team will begin constructing a technology roadmap that will define the Unified Communications product offerings for the next several years.

Voice over Internet Protocol (VoIP)

Starting with the Multi-Agency State Office Building last year, DTS has continued the expansion of the VoIP platform throughout the state. Over 1,200 users are now utilizing VoIP phone sets. As each new facility is constructed, or old phone system is replaced, we are leveraging the combined value of a robust network and a centralized hosting environment to deliver VoIP technologies to state agencies everywhere.
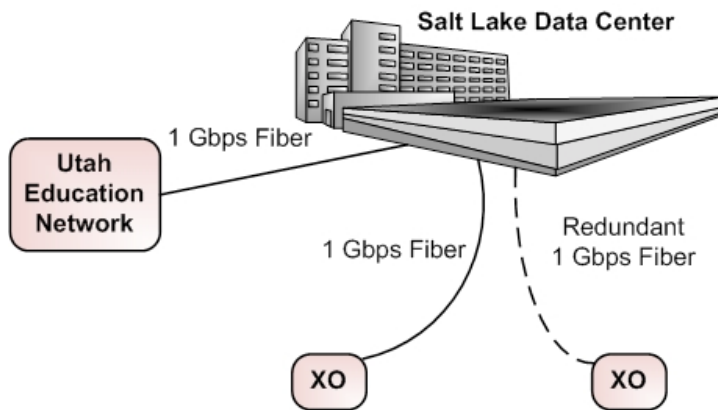
Internet Redundancy

In the last year, the state has not experienced a single outage of Internet connectivity to the Salt Lake Data Center. In addition to the 1Gbit fiber connection to the Utah Education Network, DTS has installed a redundant 1Gbit fiber connection to XO. This fiber connection includes a primary and a back-up connection. Additionally, in the event of a catastrophic Internet connection failure at the Salt Lake Data Center, the Alternate Data Center in Richfield has another 1Gbit connection to the Internet.

Salt Lake Data Center

Utah Education Network — 1 Gbps Fiber

1 Gbps Fiber — XO

Redundant 1 Gbps Fiber — XO

Communications Interoperability

By State Code, the CIO chairs the State Interoperability Executive Committee. The SIEC consists of representatives from all geographic regions of the state, as well as first responder disciplines.

The National Incident Management System was designed to provide a "nationwide approach for federal, state, tribal and local governments to work together to prepare for, prevent, respond to and recover from domestic incidents, regardless of cause, size or complexity." Part of this system has created a communications unit tasked with ensuring that all responders on an event can communicate in any environment.

The leader of this unit is designated the COML or Communications Unit Leader. Under this leader there are other specialized positions including the Communications Technician or COMT. This year, the SIEC has successfully trained and certified over 75 COMLs and 15 COMTs.

The goal of our State Interoperability Governing Body is to have two COMLs and one COMT in every homeland security region within the state. We are well on our way to completing this goal. We are already seeing the benefits of these personnel.

Utilizing a federal interoperability grant, DTS has constructed and positioned five Strategic Technology Reserve trailers. These trailers include back-up generator power, telescoping antenna tower, and several racks of public safety radio technology that can be deployed at a moment's notice. These STR trailers have already been successfully utilized in drills and real events requiring expanded and/or interoperable radio communications.

Bandwidth Enhancements

DTS has increased bandwidth at many locations around the state in the past year. More than twenty facilities have been upgraded to Metropolitan Optical Ethernet technology. Many other facilities have seen their available bandwidth at least double this past year. DTS worked with a local telephone carrier in eastern Utah to help them improve their network infrastructure. We are now able to provide a minimum speed of 10 Mbps ethernet circuits to state agencies located in Vernal, Price, Duchesne, and Roosevelt.
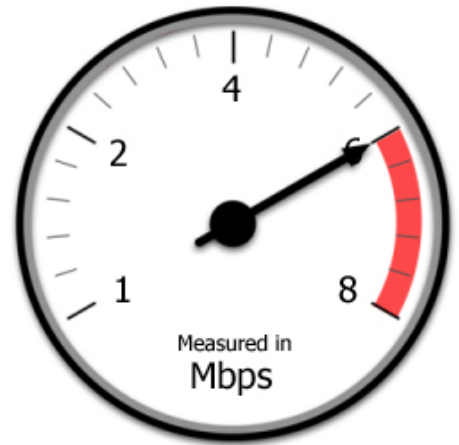
Wireless Mobility

DTS is now implementing the next generation of wireless access for our state facilities. This new wireless network provides numerous advantages, including the use of the native Windows wireless client and encrypted security, as opposed to the traditional secure client that agencies have previously had to pay a charge for each client to access the network. The wireless network will eventually be accessible by all client devices, laptops (both PC and MAC), Ipads, Smart Phones, and Droid Devices.

The open guest access network will allow easy access to consultants and other guests or non-state employees at state locations. The secure wireless network uses the State UMD directory for secure authentication.

The new wireless network is designed with centralized control of wireless access points across the State. This will give DTS the ability to remotely manage, troubleshoot, and diagnose problems in the wireless network. Plans are being developed to add enhanced technologies to the wireless network to provide ease of movement by clients from one point to another, mitigate interference, and deliver self-healing capabilities.

DTS ACCOMPLISHMENTS

As the data center consolidation project came to a close at the end of fiscal year 2010, additional projects were identified and initiated that would further enhance and improve the newly-consolidated enterprise hosting environment. Over the past year, Enterprise Hosting implemented projects that improved the management of this environment, providing tangible improvements for our customers. These projects touched areas such as virtualization, data center cleanup, server patch management, and reliability management, among others.

Backup Standardization

Migrate and Retire Legacy TSM 5.5 environment to Enterprise Backup
The Legacy TSM 5.5 environment was retired this past year by completing the migration of data to the newly implemented TSM 6.x environment.

Migrate Agency Backup environments to Enterprise Backup
With the goal of allowing agencies the flexibility to determine their retention and versioning needs, TSM campus team members worked with agency business customers and campus system administrators to make the transition to the new environment. All agency server backups were successfully migrated to the TSM 6.x environment. This project resulted in greatly reduced backup costs to the state due to standardization on one enterprise solution and no longer having to maintain many disparate backup hardware and software backup solutions.

Tape Replication Between Salt Lake and Richfield Data Centers

Another challenge was how to replicate the data backed up to tape between Data Centers. This was accomplished with a Fiber Channel over Ethernet connection, allowing the TSM tape client to communicate with the alternate data centers' robotic library. This allowed data backed up to either the Salt lake Data Center tape pool or the Richfield Data Center tape pool to be replicated to the other data center tape pool nightly. This simplifies the management of off-site media and provides a

disaster recovery solution for Enterprise Physical Tape Backup Services.

In-House Reporting and Dashboard Solution

After determining that reporting offered by the current solution did not meet our enterprise environment needs, in-house reporting was planned for and implemented. The implemented solution now meets the requirements for the system

administrators and also provides dashboard views for management.

Daily e-mails are sent out to each campus providing a status report of each campus' backups. E-mails also include error reports that identify individual backup errors for each campus. By breaking out the report by campus, each system administrator sees only the information pertinent to them.

The in-house-developed Dashboard contains backup information from the past month that system administrators or management can review. Information is collected for every TSM node in the state. If a backup fails three or more times it will show up on the Critical Backup Failures list. This list allows for quick problem identification and resolution to problem systems.

Virtualization

Over the last year the VMware team has worked diligently on maintaining and improving the VMware environment. Several enhancements were completed.

Heartbeat-Virtual Center Redundancy

Heartbeat is a product offered by VMware that makes Virtual Center "highly available". Heartbeat software was installed to synchronize the changes between the physical servers and their virtual mirrors. If for any reason, we were to lose the physical server running Virtual Center the redundant copies would immediately take over for the failed servers, allowing uninterrupted access to Virtual Center.
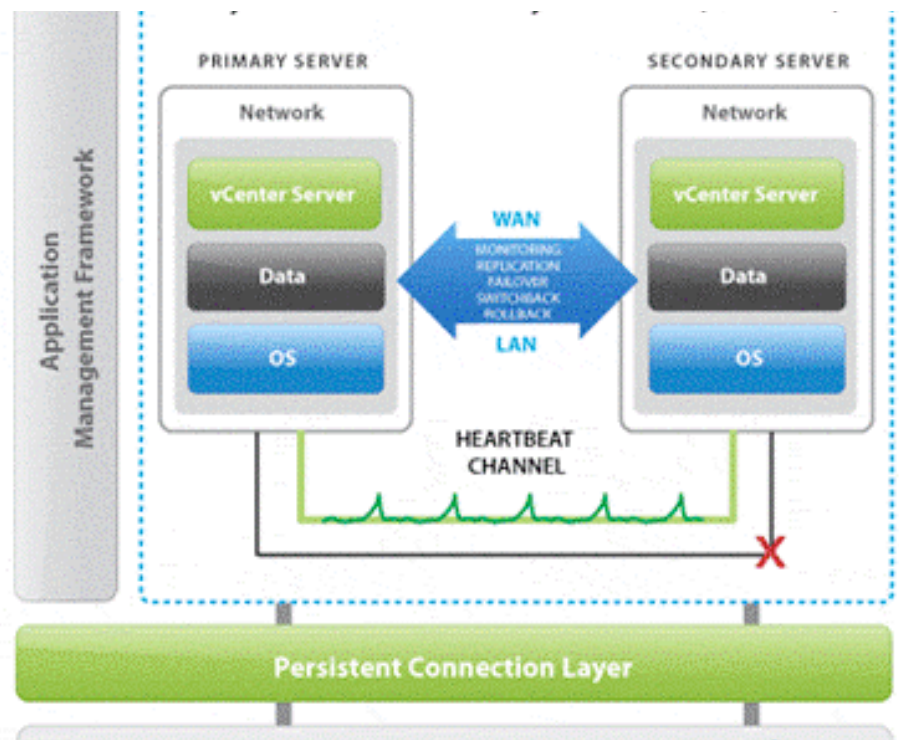
VSphere 4 Deployment

An upgrade from Vsphere 3.5 to Vsphere 4 was successfully completed. This upgrade involved reinstalling every blade in the virtual environment, with a major part of the upgrade being to install the new version of Virtual Center. Vsphere 4 included many important enhancements including
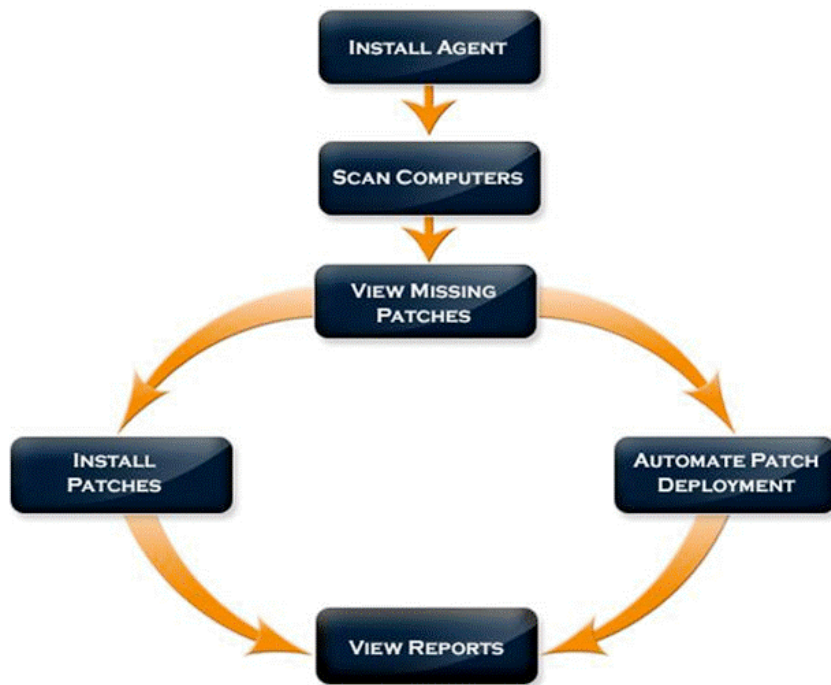

improved VSphere stability, enhanced security, IO control, and improved storage Vmotion.

Virtual Center Rights Management

Security is an important part of any technology solution. When the VMware team decided to take this on as a project, the goals were to increase security and simplify rights management. The team accomplished this by using roles and groups and assigning

rights to each campus admin. The principle of "least ability" was also applied; if someone needs rights to a server, they are not put into a default group, but are explicitly granted as few rights as needed for them to do their job on that specific server.

INSTALL AGENT

SCAN COMPUTERS

VIEW MISSING PATCHES

INSTALL PATCHES

AUTOMATE PATCH DEPLOYMENT

VIEW REPORTS

Centralization of Reliability Management has helped improve Application Monitoring, standardization, and reporting across the enterprise

Reliability Management

Where centralization of reliability management had never been implemented within DTS, leadership of the Enterprise Hosting group designated two new organizational positions to own this responsibility and assist in managing reliability throughout the enterprise. To help them, a team comprised of representatives from each Hosting campus was created to help define and implement automated reliability management for all servers. This team has been a critical component in defining how to manage reliability throughout the enterprise and to work with campus system administrators in the implementation of new processes and tools. Throughout the duration of the project, system administrators have diligently worked to provide system-level monitoring of critical server components. Reliability planning processes have since been piloted to gain an understanding of best reliability planning practices within the DTS organization. These practices are now benefiting DTS as application-level monitoring is now in the implementation phase for increased application reliability.

Application Monitoring

Reliability planning processes have since been piloted to gain an understanding of best reliability planning practices within the DTS organization. These practices are now benefiting DTS, as application-level monitoring is now in the implementation phase for increased application reliability.

Standardized Tools

Another benefit is having a standardized tool set for data collection, monitoring, event handling, and reporting. Up.time was recommended as the monitoring tool of choice. By having a standard tool set, implementation for data collection was simplified to quickly provide DTS with highly-needed capacity planning data.

Improved Reporting

Reliability management data has benefited DTS by providing a central repository of current server information. Reporting tools have provided improved visualization of the data, allowing for clearer operational, tactical, and strategic decision-making capabilities. Likewise, statistical analyses of the reliability data have assisted in the identification of problem management focus areas.

Consumption Based

In the past, agencies have been unable to objectively measure IT costs based on consumption. With capacity data collection now in place for all state servers, DTS and supported agencies can now view consumption trends and how they may relate to billable cost for future hosting services. This allows for an impartial distribution of hosting service expenses among all DTS-supported agencies for cost recovery.

The outcomes delivered by phase one of the Reliability Management Project have proven to be beneficial to DTS and agency customers. However, because reliability management is a process rather than a result, continued efforts will be made to look for ways to provide more reliable DTS services.

Data Center Cleanup

Data Center Roof – Completed October 2010. In FY11, the Salt Lake Data Center roof developed a leak in the south east corner of the facility. DTS worked with DFCM to identify a vendor to complete the work within the required timeline. DTS now has a 30-year-guaranteed roof protecting the DTS Data Center and all of the equipment within it. As a result of the project, the R-factor of insulation was increased, which should produce an anticipated 2% decrease in cooling expenses.

Data Center Lighting – Completed March 2011. Working with DFCM, the lighting fixtures in the Data Center were replaced, which increased brightness and decreased power consumption by 3%.

Close Down Agency Data Centers – Completed March 2011. Hosting management established a procedure to review and analyze each agency data center for its future use. A report for each of the 33 centers was provided to management documenting the equipment that will remain in each center until the equipment can be moved or replaced.

Fire Suppression Upgrade – Completed February 2011. The Salt Lake Data Center outdated fire

suppression controls needed to be replaced in order to prevent possible malfunctions or outages. The Fire Marshall had identified multiple failure points including the EPO that needed to be replaced in order to pass inspection. DTS contracted with Grinnell Systems to do the work and it was completed on time and within budget. After the work was completed, the system was certified by the Fire Marshall and successfully tested.

Additional Battery Banks in Richfield Data Center – Completed February 2011. During an annual assessment, it was determined that UPS battery backup system in the Richfield data center was inadequate, providing less than 15 minutes during the test. The problem was remedied by adding an additional bank of batteries, doubling the UPS failover capacity.
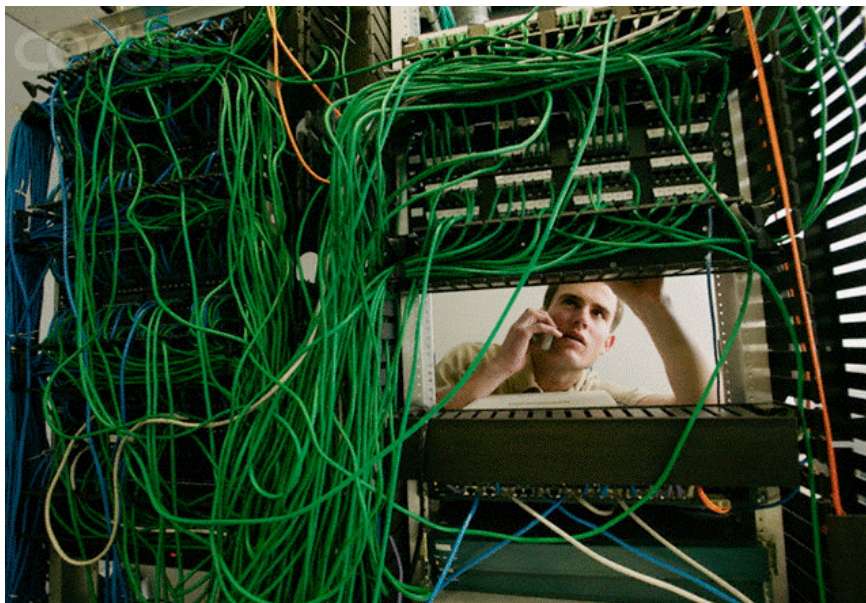
Active Directory

On June 30, 2011, the DTS Infrastructure Team successfully completed the planning and implementation phase (phase 1) of the Enterprise Active Directory (AD) project. This phase consisted of planning and designing a fault tolerant AD architecture. The plan calls for the deployment of three Domain Controllers located at the SLC Datacenter and three additional DC's located at the Richfield Datacenter. Having the domain controllers located in separate locations will allow for better fault tolerance; should the domain controllers fail in either location, services provided by Active Directory will still be available from the working location.

Enterprise Active Directory
The Enterprise AD will incorporate a single forest, multiple domain design. Agencies whose IT is managed by DTS will join a single domain named "UTAH". DTS-managed agencies that have their own Active Directory domains will migrate those users and applications into the UTAH domain. Non-DTS agencies will have the option of joining the UTAH domain or creating a separate child domain under the same forest root.

Benefits offered by the new environment
-The ability to share data is simplified; a few clicks by a system administrator is all that is needed to share data while still maintaining the same level of security to which we are accustomed.
-Having the same policies applied to objects in the Active Directory domain

instead of maintaining separate policies for each agency will make it easier for the central desk to troubleshoot problems.
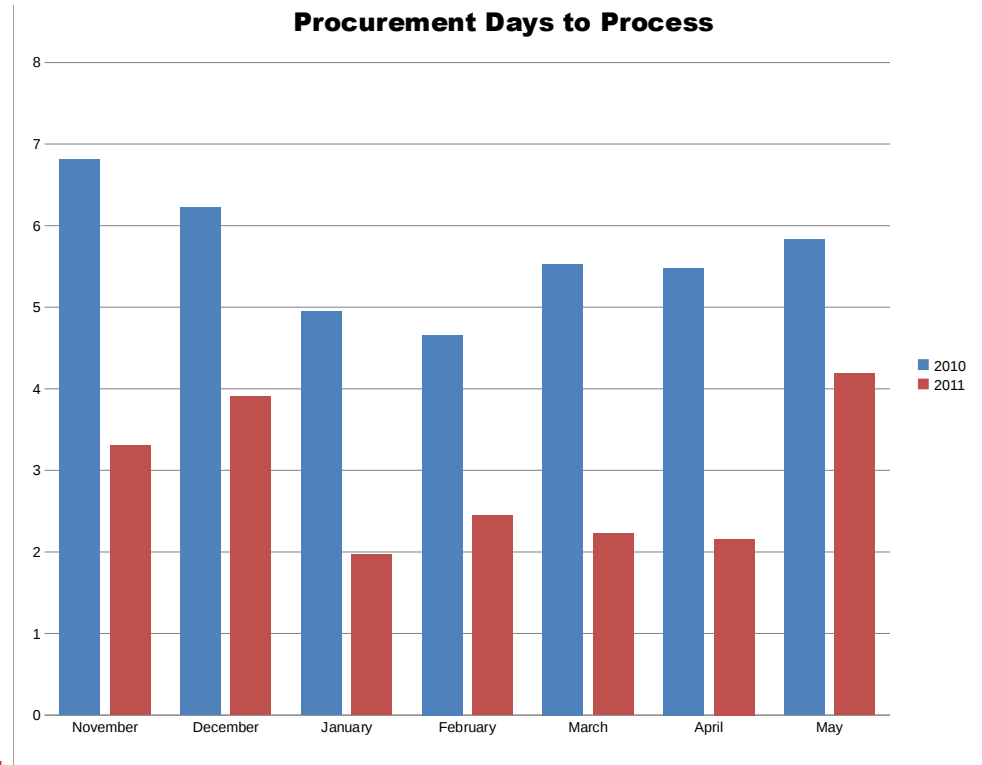- The ability to synchronize user passwords and information in the domain with Utah's Master Directory's (UMD) "Identity Manager" as well as with other eDirectory trees eliminating the potential for different passwords depending on what the user is logging into.
- The elimination of unnecessary licensing. There are approximately 25 Domain Controllers running disparate domains Statewide. After the project is complete, the controllers will be consolidated down to six, three at the SLC Datacenter and three at the Richfield Datacenter, saving money in both licensing and hardware/storage costs.

DTS ACCOMPLISHMENTS

DTS Finance and Administration have made many improvements in FY 2011. The team has now obtained the right skill set to become a more efficient and flexible workforce. All staff have backups that are fully cross trained. Customer surveys indicate an increase in satisfaction regarding service provided by the Finance and Administrative support staff even with a decrease of 2 FTE's. The group has been able to achieve these outstanding results due to the high caliber of employees currently in place, who are fully capable of handling an increased workload.

DTS Procurement has reduced the time to process an order from 5.64 days to 3.25 days

Procurement Days to Process

Bar chart legend: 2010 (blue), 2011 (red). Months shown: November, December, January, February, March, April, May.

DTS Procurement

Significant improvements have been made within the DTS Procurement group over the past year. Several new processes were implemented to help improve service to our customers.

The new Remedy procurement system was implemented, which streamlined the procurement approval paths as well as the improved the usability of the system.

The new contract module was implemented in Remedy, which provides a central repository for all contracts and tracks the available funds for each contract.

The front-end entry (Ad-hoc) purchase entry form was implemented to simplify the purchase request process for DTS customers by providing an easy-to-use form.

A new receiving process which includes the use of receiving centers, will be implemented in FY2012 to help gain better control over IT assets. A new receiving and recording process was implemented for Capitol Hill over the past year, resulting in increased control over IT assets.

Through these new processes, several efficiencies have been realized. The time to process an order has been reduced significantly from 5.64 days to 3.25 days. Additionally, substantial cost savings of over $300,000.00 have been realized through economies of scale purchasing and improved negotiations of contracts. Furthermore, tracking of procurement and contract activities has been enhanced, including tracking of inventory.

Percentage of Payables Accurate at First Approval
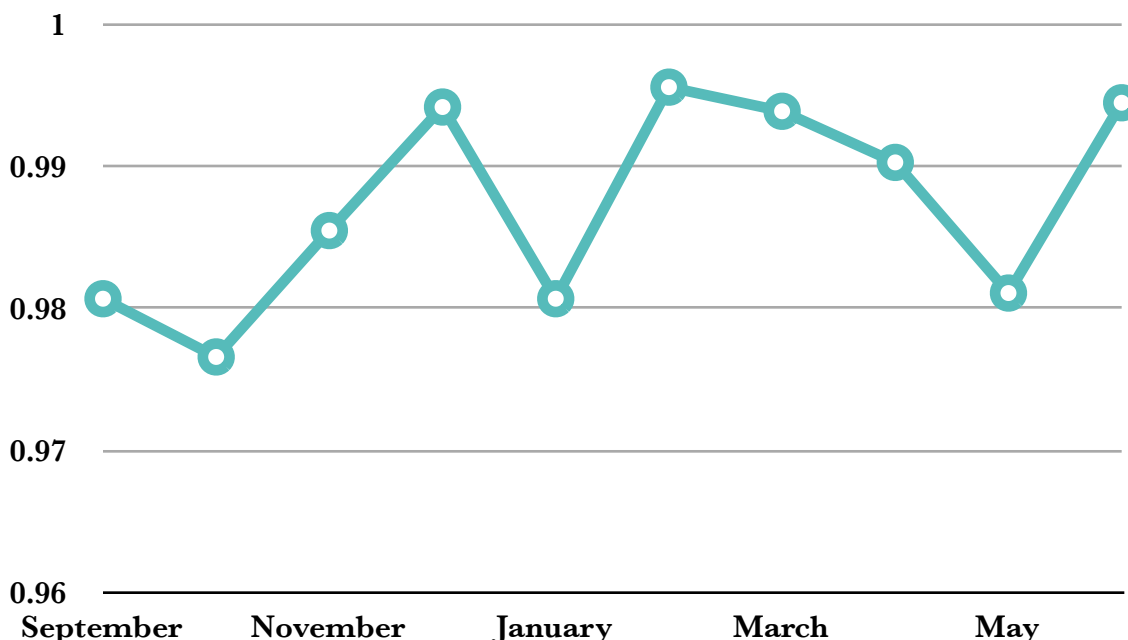
DTS Accounting

Additional effort has been put forth by the DTS Accounting group over the past year to achieve the following accomplishments:

●The percentage of invoices paid within the goal of 3 days has increased from 90.92% to 93.23%, along with an ever increasing number of invoices.

●Accounts Payable accuracy at first approval has increased from 96.8% to 98.77%

●The percentage of payables documents scanned within the goal of 5 business days has increased from 87.29% to 93.59%. The accuracy has also increased for online documents.

●The average number of invoices processed per month has increased 5.4%

●DTS now pays telephone bills using the purchasing card payment process, which has resulted in $70,000 cost savings for the agency (a discount from the credit card company).

●Accounting assisted in the Telecom and Radio Shop inventory consolidation project. The project was implemented

based on findings from the DTS Finance quality control. The project resulted in $300,000 savings to DTS through the consolidation of inventory and improved inventory processes.

DTS Finance and Administration FTE
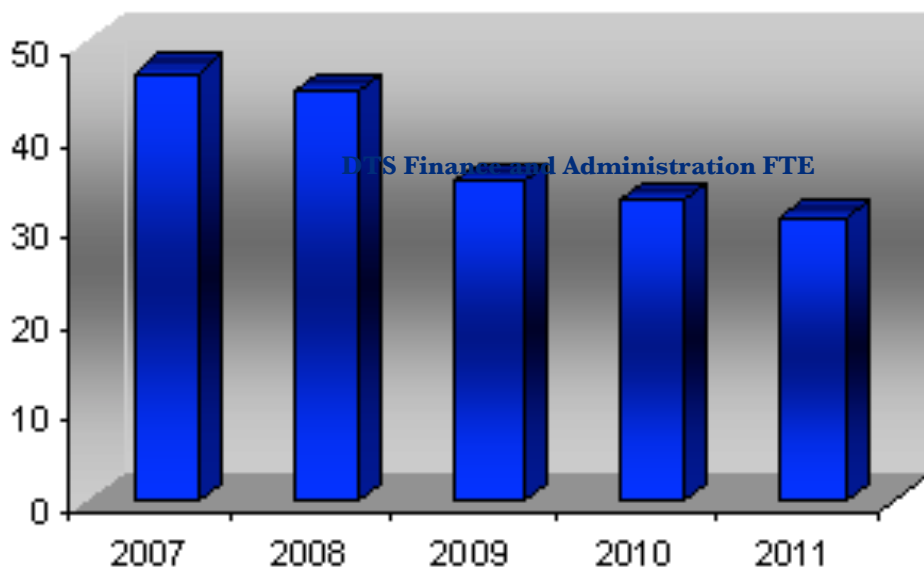
DTS Billing

DTS Billing has been able to reduce the number of billing errors by 68.3% in FY 11 through the implementation of improved processes.

The group developed and implemented a new process to track and bill GroupWise Sync devices, which has increased the accuracy of counting devices.

DTS Billing worked in conjunction with State Finance to remove all inactive ELCID codes from FINET and TUAM Billing System to:

- Allow DTS to collect accurate data from an active ELCID table
- Update outdated ELCID Accounts used on the mainframe
- Significantly decrease coding errors due to inaccurate coding when submitted to FINET
- Produced revenue tracking report for all DTS products and reconciliation to pass through purchases.

DTS Budgets

A reorganization of staffing within the DTS Budget group, along with increased training and forecasting techniques, has allowed DTS to provide better budget information both internally and to our external customers.

Better organization and tracking of DPR numbers has led to more accurate information on FTE counts and the associated variances.

Quarterly Budgets were implemented in FY 2011. This, coupled with increased collaboration with unit and budget managers through monthly meetings, has increased the accuracy of data, forecasting, and analysis.

New staff within the DTS Budget group have been able to quickly learn all budget processes while continuing to meet goals provided on the balanced scorecard.

DTS Payroll and Travel

DTS Payroll has been able to provide accurate and timely processing of payroll, which also produced no audit exceptions during the year. The group was able to accomplish this despite increased duties due to changes in payroll system processes, with no additional employees.

DTS Payroll has been able to increase relations with HR during FY 2011 through collaboration on many projects.

The Travel group has been able to increase customer service by making Travel forms available on the DTS Web site.

The implementation of a DTS Payroll/Travel e-mail box has allowed customers to provide feedback. The group will be able to make many improvements based on customer response.

DTS Contracts

A new MC1015 policy and training manual has been put in place in order to keep contracts solvent, provide for risk avoidance, produce a more streamlined process, and reduce audit exceptions. Problem inquiries from customers have decreased significantly since the implementation of the new policy.

DTS was able to bring on another contracts specialist and reorganize the duties of other contract agents to increase service to customers. DTS now manages all IT contracts for Executive Branch Agencies allowing DTS to properly account for payments and contracts, and partner with agencies. Despite the increased workload, the group received glowing reports from customers including the Department of Health for their work on extensive Health Care Financing contracts.

DTS Contracts has focused on improving communication with customers over the past year. The group has incorporated a Contracts email address to help provide one spot for contact with the group. DTS Contracts provided Remedy Contract module training for all customers, helping to improve knowledge of the Remedy system. DTS Contracts also holds monthly meetings with State Purchasing to ensure accuracy and timeliness of contracts.

DTS Contracts now provides a 2-day response for contractor payments compared with the previous measure of 7-20 days, which is a huge benefit to customers.

DTS Enterprise Information Security Office Makes Significant Strides in Data Protection

The EISO has reorganized the team to identify security team members and auxiliary group members, including the acquisition of additional team members to fulfill specific technical roles. The EISO is still searching for an additional team member to assist with software application code reviews and compliance certification.

EISO has developed IT security best practices documentation with the adoption of NIST 800 standards and technical guidance for security best practices. Each member of the EISO group has access to the full NIST 800 library of documentation with the expectation that they become aware of the standards and conform to the published guidance.

Over the past year, Security has completed a formalized review and adoption of approved open source information security tools and applications. The EISO conducts mandatory training every Friday morning to ensure that team members are fully qualified to utilize the approved security tools and applications.

The EISO has established an effective team member progress, recognition, and reporting process. A specialized web based tool has been developed and implemented within the group to allow team members to effectively report progress and status details for each task assignment given. Recognition for completed assignments and exemplary performance is appropriately given each week in the EISO staff meeting.

The DTS security group has established and implemented a network discovery process to identify active hosts and devices attached to the network. A baseline of active hosts and devices on the network has been established, and all subsequent changes are analyzed and reported to the executive management team on Thursday of each week. The team has also included additional information gathering processes utilizing non-intrusive packet analysis techniques.

A comprehensive situational awareness and active threat assessment reporting process has been established to alert managers to potential harm, protect information assets, and mission critical IT related operations from exploitation and unintended hazards. The group also actively participates with state and federal fusion centers, the Department of Homeland Security, and the FBI. A summary report is distributed to the executive management team every morning.

The EISO has implemented active monitoring of confidentiality violations related to the protection of Personally Identifiable Information (PII). The EISO also actively reviews the logs of targeted servers and applications to ensure that the confidentiality of PII is assured.

DTS Security has developed an auditing process based on NIST 800-63 standards. The EISO has reorganized to allow for an additional team member with this skill set. The EISO intends to select and hire an appropriate person to fill this role within the next few weeks.

Finally, the group has established, provisioned, and put into operation a formal digital forensics team responsible for preserving electronic evidence and for recognizing, collecting, and safeguarding data in accordance with federal, state, and local laws, and departmental policy. The group is continuing to build a regionally recognized digital forensics team through ongoing training and the certification of team members.

DTS Security has implemented best practices, new processes, and redefined the organization in order to provide additional security for the State's data resources

DTS ACCOMPLISHMENTS

Maps provided through the Utah Broadband Web site offer locations of broadband providers for use by consumers and other government entities
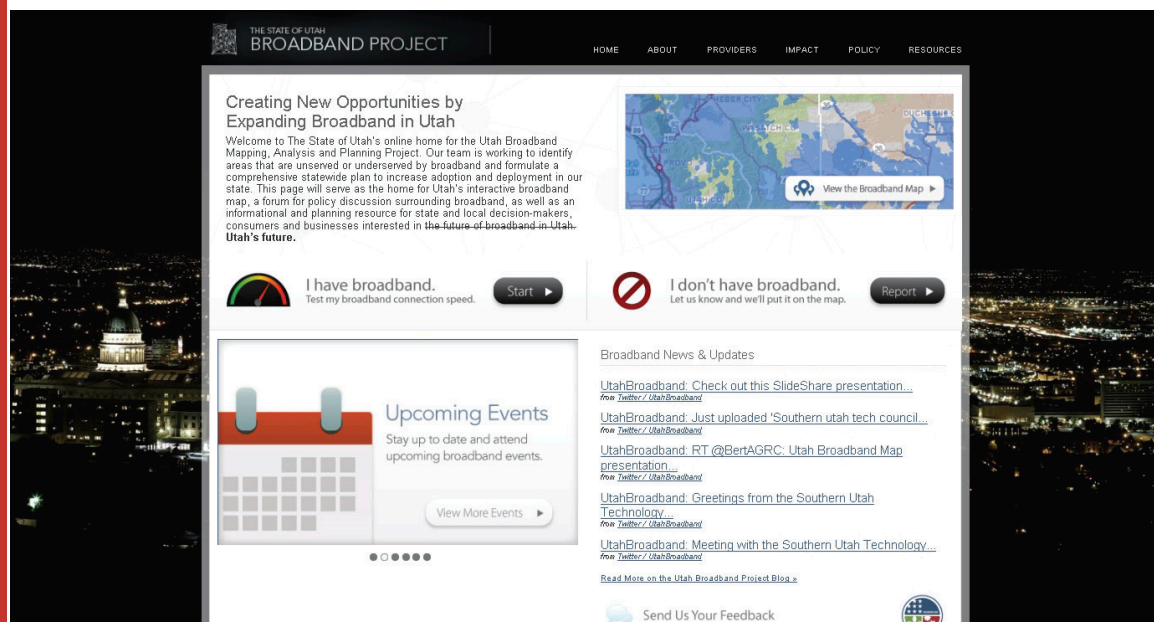
Utah Broadband Map Web site

In March 2011, AGRC, in partnership with GOED and the Public Service Commission, launched broadband.utah.gov. The map attempts to provide consumers, community leaders, and broadband providers with a comprehensive map-based view of non-confidential data compiled by the Utah Broadband Project. This is the first time an exhaustive inventory of broadband infrastructure across the state has been compiled into one publicly-accessible resource. The website features an interactive map where users can search broadband availability with a variety of criteria such as address, provider, download and upload speeds, and connection type.

While rich with features, the greater benefit of the website and supporting data is an authoritative resource for business leaders and elected officials to make strategic

economic development and community decisions based on available broadband services. In both urban or rural areas, broadband availability is consistently one of the top 3 factors businesses consider in relocation decisions.

Map Data Description
The Utah Broadband Project's Spring 2011 submission to the NTIA/FCC State Broadband Data and Development (SBDD) program includes both confidential and non-confidential data relating to service availability and infrastructure for 46 broadband providers. The locations of community anchor institutions, such as schools, libraries, government offices, health and human service provision locations, and public safety facilities were also collected and submitted. Where possible, speed and service technology are indicated, especially for those

institutions that receive broadband service from the Utah Education Network, the State of Utah Department of Technology Services, or the Utah Telehealth Network and those organizations that report this information to the State Library.

About the Project
The overall objectives of the Utah Broadband Mapping Project is to help identify critical unserved and underserved areas and populations. This information will help in the development of a statewide plan to expand affordable, reliable broadband services to every citizen of the state. Economic development, energy efficiency, and advances in education and health care rely not only on broadband infrastructure, but also on the knowledge and tools to leverage that infrastructure. The Utah Broadband Project is working with broadband providers, local and state policymakers, consumers, community institutions, and other stakeholders to explore the state of broadband in Utah, improve efficiencies, and expand deployment and usage statewide. This initiative is being undertaken across all 50 states through the [State Broadband Data and Development](#) (SBDD) Program, which is being administered by the National Telecommunications and Information Administration.
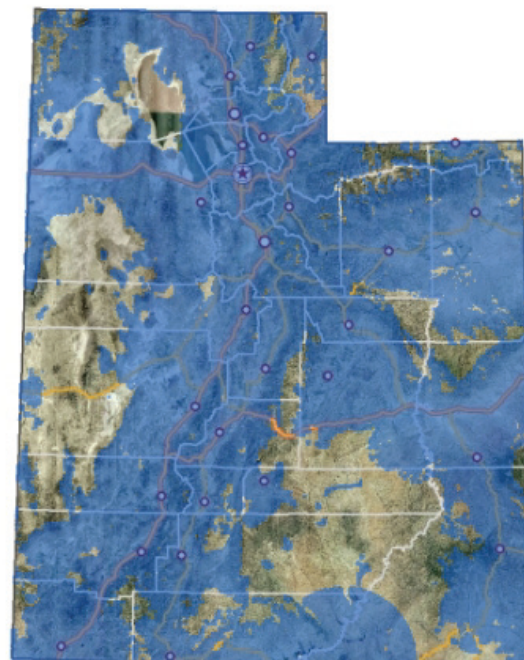
UGATE

UGATE is the GIS information gateway for the Utah Department of Transportation (UDOT). UDOT initiated this project in 2009. Recent advances in technology and increased GIS expertise paved the way for the department to officially launch its own GIS data portal in June 2011. This advancement illustrates what will become the future state of the Statewide Geographic Information Database (SGID) - a centrally indexed GIS repository for convenient user access and standardization, yet allowing for full stewardship and accountability directly from data owners through a distributed GIS infrastructure. Historically, AGRC was the only entity in state government with the infrastructure to support a publicly accessible GIS data repository. Such a centralized repository, while convenient, is cumbersome and costly to maintain and creates potential for data redundancy. As demand for authoritative GIS information increases, especially in agencies such as UDOT and Natural Resources, AGRC recognizes a need to develop a long-term sustainability plan for the Statewide Geographic Information Database as well as implement a more robust GIS architecture to support mapping applications developed by AGRC and other state agencies.

UGATE is the first step in implementing a long-term plan for greater GIS data availability and accountability. The site currently provides 15 datasets such as highway capacity, current project status, and road ownership, being extracted out of UDOT's key information systems in a standardized GIS format. The application provides easy access across the agency to critical information that before was not as accessible. The application provides the capability for other state agencies and other outside entities (e.g. utilities, private contractors) to easily consume public transportation information. The end result provides a standardized data architecture and increased collaboration between separate public and private entities.

> UGATE provides a centrally indexed GIS repository for convenient user access and standardization

DTS ACCOMPLISHMENTS

myCase saves hundreds of thousands of dollars by automating business processes

myCase Deployment for Eligibility Clients

The first version of the myCase web site was deployed in November 2010. myCase is the web application that allows eligibility clients access to their cases in the eREP system. There have been multiple releases of myCase since last November and there will continue to be new functionality added during the next year.

Currently myCase has the following major features:
- View general case information
- Review the case status and current eligibility
- Print benefit history

- Update information on a case
- Opt in for on line correspondence and view all notices received from the State
- Complete semi annual reviews on line
- Make overpayment and premium payments

myCase has already saved the State thousands of dollars in mailing costs and Workforce Services has been able to reduce staff because phone calls to the eligibility call center have been reduced. The State of Utah was the first state to allow eligibility clients to get their correspondence via the web. DWS has

received positive feedback from their customers as well as citizen advocate groups.

Since November, over 100,000 clients have established a myCase account. Over 10,000 clients have opted in for on line correspondence. An average of over 400 people update their information on a daily basis.

The myCase team is working on adding new functionality to be deployed soon; e.g. on line eligibility application, 3rd party access, automated verifications, etc.

FEP Verifications

The Family Employment Program (FEP) required DWS employment counselors to obtain and enter hours for FEP customers. In the old environment, an Employment Counselor would print paper forms for a customer to gather verification data including hours, signatures and activity details. The paper form had to be completed and returned. Employers, training providers and customers often duplicate data on multiple paper forms. The form was then imaged and a task generated. The Employment Counselor receives a task, reviews the form, enters the correct hours on the verification screen and narrates where the document is imaged. The Employment Counselor had to hand enter the data, which was error prone.


New automated FEP Verification process will save thousands of hours in processing time each year

The UWORKS website was modified to allow online verifications from employers, job seekers, training providers and worksite learning coordinators. Clients are not required to use the new web site, but they now have an alternative to using paper forms. The verifications that are entered online by a user will either populate into the verification screen. DWS expect this new automated process to save them thousands of hours in processing each year.
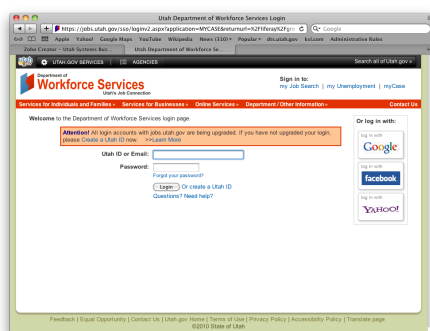
Customers can now sign in to multiple DWS services using their Google, Yahoo, or Facebook ID

Single Sign On

DWS has a variety of different customers using their different web sites; e.g. unemployment claimants, job seekers, public assistant clients, etc. These customers had a different log in process for each system. DWS developed a single sign on process this last year to make it easier for customers who use more than one of their services. Customers can now sign in with Google, Yahoo or Facebook using Open ID. They need to associate their Open ID login with their existing account the first time they log in. Once they have completed this, the customers can log in with their Open ID and navigate between the different systems without being required to log into each application separately. There are currently 141,738 customers using single sign on. Some customers do not want to use Google, Yahoo or Facebook to access DWS systems. Utah ID will be available to customers in July 2011. This will work the same way as Open ID. Other agencies will be able to take advantage of Utah ID and customers will be able to log into multiple state agencies websites with one login id.

# Executive Dashboard Offers Additional Reporting Capabilities

DWS Executive Management approved a project to create dashboard reporting. The purpose of the dashboard is to provide information related to the most critical decisions, the use of time, money, and resources and make data readily accessible. The dashboard will be a tool that management can use to rationalize business process and decisions, track progress and measure improvement of business objectives.

The dashboard framework was created using the IBM Cognos version 10 active reports tool. The framework was developed to be scalable, easy to use, and completely customizable in format, navigation, and user interface. Important functionality for DWS includes the ability to quickly display, current, accurate data that is drillable from a high level to a detail level in a visually appealing format.

Some of the information emerging from DWS process improvement projects shows the need to measure objectives related to pay for performance, worker determinations, improved employer relations, and job creation. Success for each of these processes will rely heavily on monitoring execution of business processes. Being able to observe areas of success and identify areas of concern will be a key to the process improvement DWS is seeking.

Each division has identified or is in the process of identifying the reports that are most useful in checking progress, identifying problem areas, and making business decisions. Currently seventy of the Unemployment reports have been completed. As Workforce Development and Eligibility Services complete business changes the measures that best represent their new business model will be identified and add to the dashboard.

Executive Dashboard framework was developed to be scalable, easy to use, and completely customizable in format, navigation, and user interface
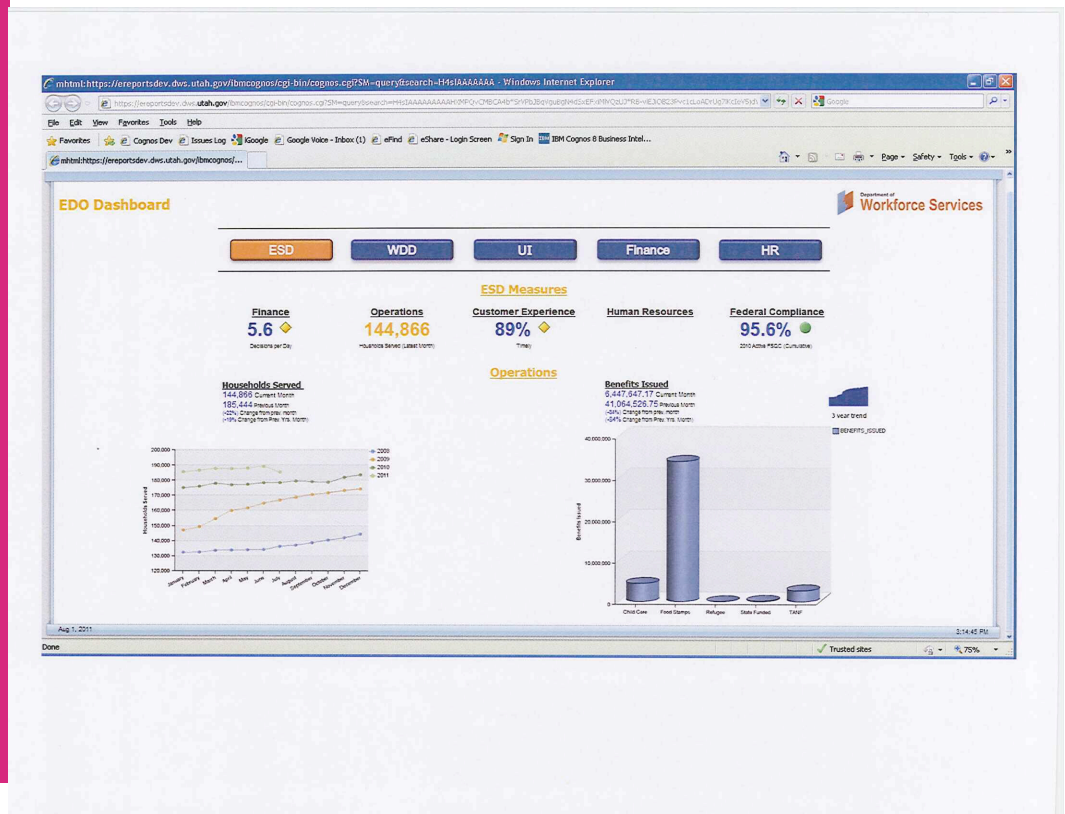
DTS ACCOMPLISHMENTS

Payroll System

The Payroll system is a mission critical system that accounts for and processes payroll checks for over 25,000 employees. The system effectively tracks how each of these hours are charged and also keeps track and processes all leave and holiday information.

Early in fiscal year 2011, a major upgrade was successfully completed for both the Payroll system and the associated Employee Self Service Portal.

With the completion of this upgrade:

- Users were presented with a new interface with an enhanced look and feel.
- ESS is now accessible using more current versions of the web browser.
- Employees can now modify their W4's directly through the ESS screens, eliminating the need to fill out paper forms.

State of Utah Payroll Employee Self Service
Department of Administrative Services - Division of Finance

Upgrade to Payroll System offers accessibility through many different web browsers

- Employees can also modify direct deposit information directly through ESS, with no need for paperwork.

Division of Finance
The Department of Administrative Services
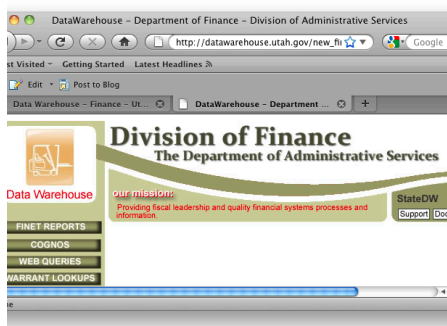
Additional Accomplishments:
- Upgrades to the Transparency in Government Web site
- Upgrades to the Utah Public Meeting Notice Web site
- Upgrade to and Implementation of new changes to the eRules administration system
- Installation of a remote video project management system for DFCM
- Successful implementation of the AIM's system for DFCM
- Successful upgrade of all Powerbuilder screens and eforms, including migration to the VM environment

Data Warehouse

The Finance Data Warehouse provides all agencies with critical information necessary for completing financial and administrative duties. Agency personnel across the state rely on the timely and accurate delivery of this data.

With this in mind, Finance continues to improve and add functionality to this important system. Some of these improvements completed in FY2011 include:

- Addition of new Purchase Order Reports detail and Summary Reports – both commodity and non-commodity based as well as summary reports of all open purchase orders.
- Many updates to the Transparency data including the consolidation of all school data as a single entity (k-12)
- The Creation of an Expenditure vs Revenue Report for UDOT with forecasting.
- Upgrading the Cash Receipts Load in production to decrease the load time from 6+ hours to minutes
- Modifications to the Reimbursement History loads to reduce the load time from 2 hours to 2 minutes.

DTS ACCOMPLISHMENTS

Utah Performance Management Enhancements

During Fiscal Year 2011, major functionality was added to the Utah PerformanceManagement System. This added functionality has been referred to as 'Triple A', which is the acronym for Assignments, Authorizations and Acknowledgments.

These enhancements have modified UPM to act as a central repository for employee-related information that may pertain to an employee's performance during the year. Such information could include things likeCode of Conduct, Exercise Agreements, Telecommute Agreements, etc.

The AAA functionality within UPM allows DHRM to establish standard approved 'AAA's that the agency can then choose to incorporate. If the agency chooses to incorporate a specific AAA, they can then choose whether to allow their managers the ability to assign an AAA or whether they want to directly assign an AAA to an entire group or agency. This allows the agencies a great deal of flexibility in tracking and managing these items.

Once assigned, the employee is notified and is asked to acknowledge the AAA in the system. (Thereby, electronically recording the receipt and acknowledgement of the item.)

AAA provides an efficient automated solution for UPM, which is utilized by all State Agencies

If an employee does not acknowledge an AAA, the manager is notified through a weekly batch process.

This new functionality provides an efficient, automated solution to the traditional method which required thousands of employees and managers to complete, route and file thousands of paper forms.

DTS has also made great progress on an Employee Self Service Solution which will allow Employees access to much of the HR information that they need, as well as the ability to update much of their own information online. During the past year, requirements were gathered, a solution was researched, chosen, and is now being integrated. Implementation is scheduled for September 2011.

On-line Testing Solution

This Spring, DHRM implemented a new on-line testing solution. This new system provides solutions that are of great value to the Employee, to the Test Administrator and to the Department of Human Resources.

For the employee –
- The employee is able to take tests on-line at their convenience.
- Employees are able to access a history of those tests that they have taken, when they took them, and how they scored.
- Employees can even access their certificates on-line. (See above).

For the Test Administrator –

- The administrator can completely build and present their test on-line.
- Have the test 'scored' without manual intervention.
- Can pull analytics on the performance of any test question as well as the test as a whole.

For the Department of Human Resources
- Individuals can register for tests via an event in HRE Venture.
- Once a test is completed, test information is passed automatically back to HRE Venture.
- Like the Administrator, Human Resource personnel have access to analytics and therefore, can evaluate the performance of any test.

DTS ACCOMPLISHMENTS

Enhancements to Disclosures

During Fiscal Year 2011, major enhancements to the Disclosures website were required to fulfill the mandates of House Bill 329:

- **The addition of Labor Organizations** – Similar to current Corporations implementation, Labor Organizations are now required to report expenditures of more than $50.00
- **Updates to Corporations** – Corporations now need to disclose if they have bid, are currently bidding or are party to a bid on a State Contract in excess of $100,000.00
- **Adding Electioneering** – Electioneers now must register and report expenditures of $10,000.00 or more. They must also report on the purpose of the expenditure, as well as the contributions towards that expenditure.

Additional Accomplishments:

- CCJJ—A new CCJJ web site was implemented with a total revamped look and feel.

- Budget Prep –During FY 2010 a new web based application was created to centralize the submission of Budget requests by all agencies. In FY2011 phase III was implemented for working budgets. With this addition, the centralized budget prep system is being used for the full budgeting cycle.

- Voter Registration Web Site – This application now allows the voters to register to vote at the same time they register their vehicle.

Other functionality necessary to perform duties associated with these requirements include:

- **Administrative Notes** – These notes provide for an internal tracking system to help administer violations, warnings, and penalties.

- **Interdependencies** – With the required changes it was necessary to retrofit Registration, Reports, and Reporting Periods to work properly with the new deliverables.

During the year, other enhancements not associated with HB329 were also added to the Disclosures system. Functionality such as an automatic email notification when an entity registers and needs approval, and the
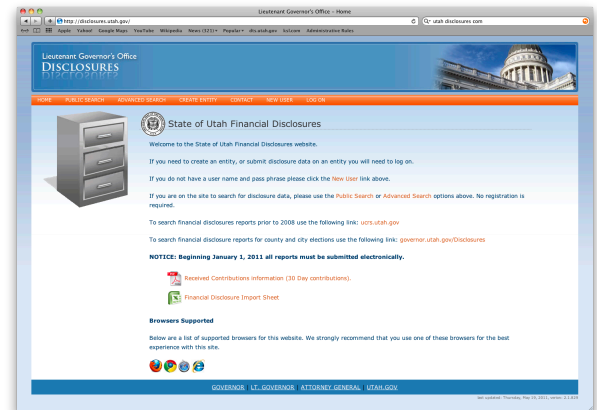
Enhancements to Disclosures fulfilled the mandates of HB329

improvement of information and instructions on the import sheet, have made the application more efficient and user-friendly. Other changes that make financial ledgers on closed accounts 'inquiry-only' and requiring confirmations on year end reports will help to eliminate errors and improve data integrity. And finally, the enhancements to the hosting environment will make the system more robust, even in times of heavy use.

VISTA Enhancements

Much work has been completed towards the upcoming Redistricting and Reapportionment. All county personnel have been introduced to the new functionality and have attended training on how they will be affected. AGRC is working with County GIS resources and the VISTA development team to ensure a seamless integration.

Major enhancements are being made to the Vista system to incorporate added GIS Functionality. This will allow county clerks to see voters' addresses on a map, determine if it is correct, and make adjustments where

necessary. The county clerks have been overwhelmingly receptive of this functionality as they attended meetings and demos. The Lt. Governor's Office staff are hoping this is the first step toward GIS addressing eventually becoming the exclusive solution in VISTA. This will help AGRC continue its mission to have accurate data as well.

VistaLocal – Many enhancements and improvements have been added to VistaLocal during the past fiscal year. VistaLocal was used almost exclusively by the counties to conduct early voting in all five of the elections held during this period.

DTS ACCOMPLISHMENTS

Miner Certification System

Phase I of the Miner Certification system was completed in 2011. It allows miners to schedule for certification tests, pay for testing, and submit applications and supporting documentation online. It also keeps users' testing history so they can login to their account and see past test schedules and results.

Additionally, an ad-hoc reporting tool was integrated into the Labor Commission web framework. This allows Labor Commission staff, using in-house developed web applications, to create their own database driven customized reports beyond the reporting capability already built into the applications. It was integrated into the web framework to make it available for all current and future web applications.

A decision search engine was built into the Labor Commission public website. The search engine gives public users and internal staff the ability to search through all the decisions that the Labor Commission has ruled on.

Online 123

Online 123 was completed in 2011. This system allows medical providers to submit first reports of injury for workers compensation cases to the Labor Commission via online web forms and web services, which can be plugged into the case tracking system of the medical provider. This eliminates the sending of paper forms to the Labor Commission and dual data entry for the medical provider.

Workers Compensation Waivers were also completed. By mandate from the Legislature, the Labor Commission is required to issue and track all waivers granted for exemption from workers compensation, a task formerly done by workers compensation insurance carriers. This mandate was satisfied by building a public web application to allow waiver applications to be submitted along with supporting documentation via the web. Payments are also handled online and employers can verify the authenticity of a waiver in real time via the web as well. This system is integrated with the existing Wage Claim, Policy and Claims applications which track wage disputes, workers compensation policies, and industrial accidents within the state to monitor abuse of the waiver system. An Administration portion of the web application was also built to allow internal staff to track the waivers. Since this is the first time these services have been available online to the public, a kiosk was also installed in the Lobby of the Labor Commission to allow walk-ins access to this online service.

EASY ON LINE 123 FORM

Additional Accomplishments:

- Phase I of the Uninsured Employer Fund project has been completed. This allows third party administrators to report payment information electronically to the Labor Commission for medical payments made on behalf of injured workers.

- Phase I of the Claims EDI project has been completed. This system allows workers compensation carriers to submit industrial accident data electronically to the Labor Commission following a national standard for reporting such data. Phase I involved the analysis and development of the system that could take data submitted from a workers compensation carrier, process the data, load the data to the existing Labor Commission industrial accident system, and acknowledge the results back to the carrier.

DTS ACCOMPLISHMENTS

Remote access solution allows the rural water users to cost effectively access a single remote terminal server with connectivity to a regularly updated copy of the CASPER database
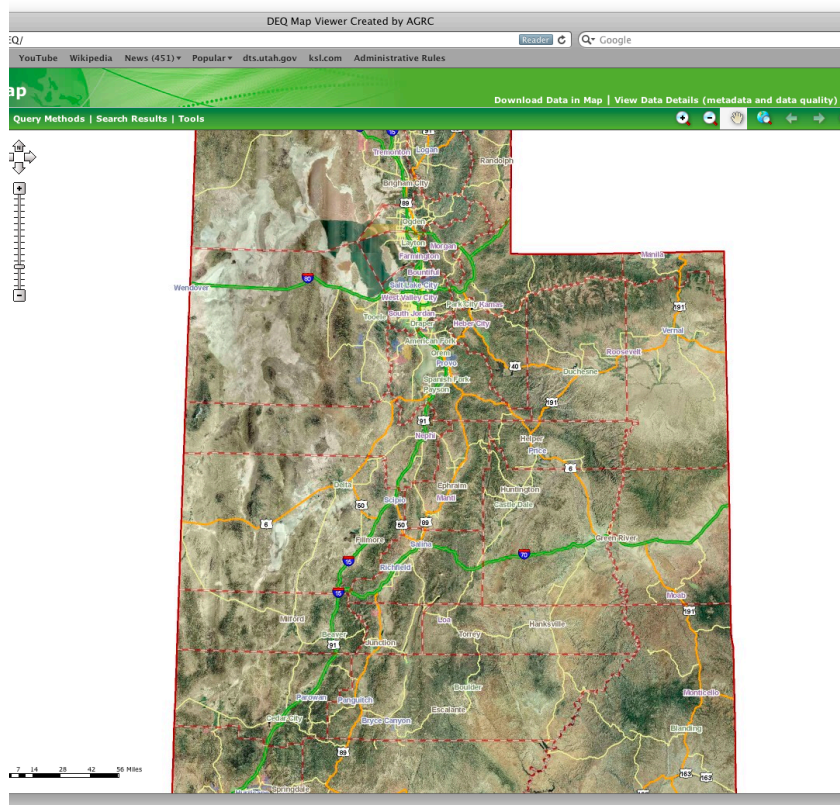
Remote Access to Drinking Waters Reports

The Utah Rural Water Association requested remote access to the Division of Drinking Water's (DDW) reports. Remote access would improve the Association's ability to quickly access testing and compliance reports for drinking water systems within the state. Normally, these reports are only available to internal users via DDW's CASPER Access database.

Previously, remote access required setting up an internal machine for each person wanting access, limiting access to those who had internal systems. Working together, the DEQ development, desktop support team and DDW staff proposed and reviewed several possible

solutions. The solution put into place allows the rural water users to cost effectively access a single remote terminal server with connectivity to a regularly updated copy of the CASPER database. With that solution in mind DTS development set up the duplicate instance of CASPER, while DTS' desktop and networking staff quickly setup four user accounts for the Rural Water users.

Rural Water staff are now able to quickly access the data at any time or day of the week and use it to assist their drinking water systems more timely and effectively. Additionally, the DDW staff no longer needs to spend time accessing and emailing the various

requested reports for the Rural Water staff, freeing them up to do other work.

DTS is currently working on a new web application that will allow additional controlled and monitored access to DDW reports for the division's partners and all the State's drinking water facilities. This web application will roll out this fall in conjunction with the DDW's upgrade to the new State Drinking Water Information System (SDWIS) 3.0 deployment. Together both access solutions will increase drinking water facilities access to regulator information while reducing DDW staff time supporting report requests.

Air

Waste

Cross-Program

Water

Health

Natural Resources

Exchange Network Node Upgrade allows DEQ to exchange data securely with the EPA and increases access to environmental data

Upgraded Network Exchange Node

DTS, working in conjunction with Comsys, completed and certified with the U.S. Environmental Protection Agency (EPA) the upgrade of DEQ's network Exchange data exchange service to Open Node 2.0.

The Exchange Network is a secure Internet- and standards-based approach for exchanging environmental data and improving environmental decisions. The U.S. Environmental Protection Agency, State environmental departments, and U.S. tribes and territories partnered to build the Exchange Network to increase access to environmental data and make the exchange of data more efficient. Partners share data efficiently and securely over the Internet, providing real-time access to higher quality data while saving time and resources.

Network Exchange partners establish and maintain servers called Network Nodes that are securely connected to the Internet. A Node is a single point of presence on the Exchange Network and serves as the exchange point for all partner data requests and submissions. Network Nodes automatically listen for and submit requests for data from other information trading partners and then deliver or publish the data based upon pre-described methods.

Exchange Network Node 2.0 represents the next generation of technologies and services powering the Exchange Network. Node 2.0 goals are: to update node software to be compatible with new Web Service technologies, to fix identified problems with Node 1.1, and to provide new features and functionality.

In addition to the upgrade and certification of the new Node, DTS staff also assisted in updating the Division of Environmental Response and Remediation's (DERR) Toxic Release Inventory (TRI) node plug-in. The new TRI plug-in allows DERR to flow (send and receive) data to from the EPA via the upgrade Node, decreasing the time it takes DERR to securely review and respond to EPA reports.

Tempo 12.5 Upgrade

DTS teamed with CGI and the Division of Air Quality (DAQ) in successfully conducting user acceptance testing (UAT) of the latest proposed release of CGI's Tools for Environmental Management and Protection Organizations (TEMPO) system. TEMPO is used by a multitude of states around the nation to integrate regulatory data from public sector environmental, natural resource, public health, agricultural, and other regulatory organizations.
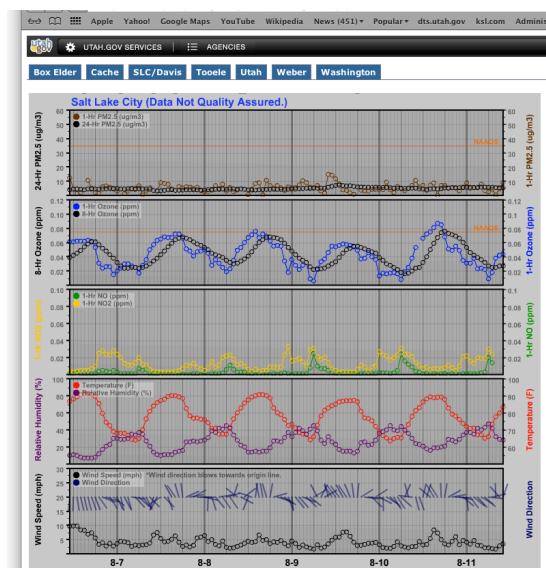
DAQ utilizes TEMPO to facilitate their air facilities regulatory data and processes specifically: permitting, licensing, compliance, and enforcement. Tempo also enables DAQ to measure and improve the effectiveness of their staff in carrying out their mission.

The proposed v12.5 upgrade is the last version of TEMPO to be released based on Powerbuilder, a thick client/server based solution. Future, or "modernized," releases of TEMPO will use .NET, a web based technology, enabling DAQ to access and utilize TEMPO from anywhere.

The TEMPO UAT at DEQ was the first conducted nationally; thereby allowing DAQ to ensure v12.5 meets all of their requirements and expectations (Utah is the first state to accept TEMPO v12.5). DAQ is relying on the enhancements and bug fixes in v12.5. specifically the Letterbuilder process, to optimize their efforts to timely generate billing letters in August 2011 for delivery in September.

DTS' staff involvement in the UAT facilitated both DAQ staff testing and CGI's efforts to quickly turn around and deploy bug fixes and enabled the transfer of knowledge and experience to DTS development and support staff. Utilizing their experience, DTS will be able deploy TEMPO v12.5 on or before the deadline required by DAQ, August 1, 2011.

eDocs Support

During FY2011, DTS development and support staff were involved in several projects and efforts to provide new services and ongoing support for eDocs, DEQ's document management system based on Documentum. Key efforts and projects included:

- Implemented automated outgoing workflows for the Division of Water Quality's Groundwater Section documents. Outgoing documents are those generated and sent out of the division. The project also included training the staff to successfully use the new workflow process.
- Completed the DERR's requirement for publishing documents housed in the eDocs repository to their web site. DERR's web portal facilitates the public's ability to submit GRAMA requests while simultaneously diminishing staff effort to complete the requests.
- Migrated the Division of Solid and Hazardous Waste (DSHW) outgoing documents from the network to their eDocs repository.
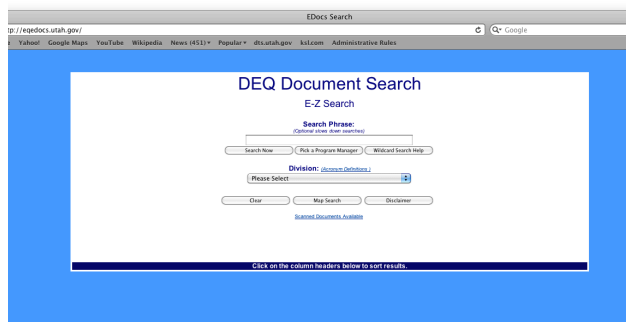
- Assisted DERR in developing and deploying their first automated workflow process.
- Upgraded the Documentum database to Oracle 11g, seriously improving eDocs performance within DEQ and the other agencies utilizing eDocs.
- Simplified the login method to utilize the end user's network username instead of their email address. The old method was inefficient and generated several login support issues (Remedy) each week for the Desktop team.
- Upgraded the Documentum system to Content Server v6.7 and the production server to SLES 11.1. Both upgrades improved services, eliminating outstanding bugs, deployed new features, and improved server performance and reliability.
- Combined Kofax licenses for the Utah Insurance Department (UID) and DEQ resulting in greater combined benefits for both agencies.
- Initiated the move for DTS staff to reduce the reliance on outside contractors for Documentum support.

DTS ACCOMPLISHMENTS

DTS projects are closely aligned with the Department of Public Safety's mission "to provide a safe and secure environment for all the people of Utah."

Driver License Rewrite Phase 2

The second phase of the Driver License Rewrite is well under way. Analysis of business processes and procedures was completed prior to development to ensure that new applications and practices provide efficient service to customers. Modules that were deployed in 2011 include:

Change History -Provides an audit history of every change that was made to any License table so that supervisors can see who made what changes and when they were made.

Photo Requests - Tracking of requests and generating reports for law enforcement agencies of photos taken prior to the digitized photo system are built right into

the core system. This replaced a standalone legacy application and some manual processing.

New Letter System - Implemented new and improved infrastructure to track and certify letters mailed to the public. The old letter system requires letters to be printed before they could be processed by employees. The new system allows the processing to be done on the system and then letters are electronically shipped to the State Copy Center and State Mailing. More letters are coming online with the new system as we continue through the rewrite of the system.

New Business Process Engine - Implemented a

business process engine that integrates tightly with the Driver License Division's business requirements, computer system, and letter processing. This engine eliminates a lot of labor intensive manual processing, freeing resources for other tasks.

Accounting Data Entry - All data entry screens and business processes have been developed in the new system for this section. Approximately 70% of resource time was freed up for other tasks.

Financial Responsibility - All the data entry screens and business process have been developed in the new system for this section. In addition, a new batch process integrates with the

Highway Safety crash/traffic database to automatically retrieve crash data vs. previous manual processes.

Knowledge Test Generator - Replaced a standalone Windows application that was distributed by CD to high schools throughout Utah with an online web application.

Department Action - All data entry screens and business processes have been developed in the new system utilizing the business process engine and change history. With the use of these components, any time a driver license action (suspension, disqualification, etc.) taken against a license, better audit controls and measures are in place to make sure action is taken appropriately.

Status Update - Revamped the way that license status works in Driver License. Provides a historical snapshot at the time the status is changed. The status update program was reworked and has been a huge success.

Statewide Warrants and Protective Orders

The Bureau of Criminal Identification (BCI) is working with DTS, the Commission on Criminal and Juvenile Justice (CCJJ) and the Administrative Office of the Courts (AOC) to rewrite the Statewide Warrants and Protective Orders systems. Our focus has been on Protective Orders, a system that is over 15 years old and copied down from the IBM mainframe. The requirements of the system have greatly increased as it has grown. We have defined the new database structure and means of population (utilizing Enterprise Replication with the AOC) and

met with stakeholders on the presentation of the information. We have made great progress in developing the services to share information with law enforcement.

We have also made great strides in implementing a notification system for when an order has been served. (The time of service is when the petitioner is most at risk for violence from the respondent.) Working with Utah Interactive, we are developing public facing applications to provide the ability for petitioners to sign up to receive service notification and have developed the back end web services needed to support this functionality.

Online Services

The Utah Highway Patrol now provides an online service that allows citizens the ability to electronically purchase and print copies of traffic accidents in which they are involved.

Eliminating the need to travel to a Highway Patrol office saves time and money for citizens, especially when the accident occurs a great distance from where they live.

In addition, an online service has been added that allows citizens to schedule appointments online with Driver License. Using this service, a driver applicant can select the type of service needed and determine the location the service is provided. Driver applicants are able to complete the needed "paperwork" online prior to the appointment.

These services are available 24 hours a day 7 days a week.
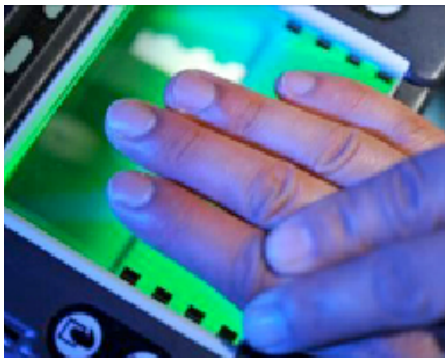
Secure Communities

Secure Communities is a Federal program that prioritizes the removal of criminal aliens, those who pose a threat to public safety, and repeat immigration violators. Under Secure Communities, the FBI automatically sends fingerprints of booked individuals to ICE to check against its immigration databases. If these checks reveal that an individual is unlawfully present in the United States or

otherwise removable due to a criminal conviction , ICE takes enforcement action—prioritizing the removal of individuals who present the most significant threat to Public Safety. As of May, Utah has 14 of 29 agencies participating in the program. Since the program rollout there have been 1332 convicted criminal aliens administratively arrested or booked into ICE custody, with 726 convicted criminal aliens removed from the US.
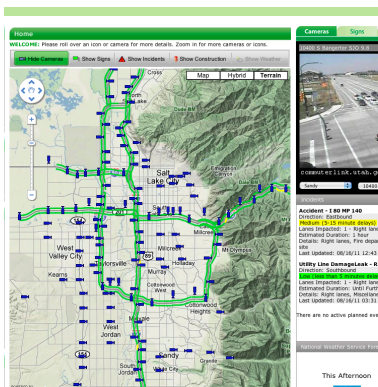
DTS ACCOMPLISHMENTS

GIS Components

DTS has worked to implement uGate, a system to consolidate GIS information from the enterprise in a consistent manner to make it available to users throughout UDOT.

DTS has also increased functionality within GIS's five sub-systems by enhancing:

- The Interactive Map
- Ugate's data retrieval and output capabilities, including native data input and display mapping
- The Ugate / Uplan interface
- Automated management of Map Services
- The ability to save searches
- The ability to map private data to the Uplan interface and security
- Add real-time display of catalog information.

Public Transit Team

The Public Transit Team (PTT) application assists UDOT's Public Transit Team in administering Federal Transportation Administration (FTA) grant programs for providing transportation assistance to Americans with Disabilities, Elderly and low income individuals. The PTT application allow for agencies (sub grant recipients) to submit online applications for federal funding for a project. The application then assists the team in evaluating and awarding grants.

Once grants are awarded the PTT application helps the team track and report necessary compliance requirements to the federal government. The application allows the team to track agencies, their contacts and the capital assets acquired with the grant monies. The application also allows the team to track their

This project will be able to provide the ability to display, collect and link UDOT business systems via geographical relationships. uGate also allows UDOT to efficiently access and share GIS data to the GIS user community and improve data quality through geographic interfaces, displaying information in graphic format.

federal grants, all contracts with the sub recipients and the invoicing against those contracts.

DTS has automated the system to meet UDOT's Public Transit needs providing:

- A tracking process for PTT staff to identify trainings provided, outreach, and technical assistance.
- Agency performance review tracking – to cover reporting, onsite, etc.
- Scoring criteria for applications
- Disadvantaged Business Enterprises (DBE) and Civil Rights Tracking
- Measures for milestones
- Mobility Management Criteria and reporting
- Updates/tracking of Human Services Coordination Plans
- A compliance/performance tracking piece for non-vehicle items within a contract including reports

Traffic Operations Center

The Traffic Management Division is a division within UDOT that consolidates the Intelligent Transportation Systems (ITS) Division and the Traffic Operations Center (TOC) into one technology-oriented division. The Traffic Management Division is responsible for planning, designing, installing, operating, and maintaining advanced ITS technologies to improve transportation mobility, safety, economic prosperity, and customer satisfaction.Recent upgrades provide better and more traffic information to the public and government agencies, including:

- CommuterLink web alerts tool created and deployed.
- 511 Enhancements – Phase 3.
- Sensys VSO Detector software driver created for TransSuite (allows detector data from Express Lanes to be integrated into TransSuite).
- Weather Operations application enhancements.
- Central Ramp Metering software enhancements.
- CommuterLink iPhone prototype application created.
- Hub Security improvements

DTS ACCOMPLISHMENTS

Utah Department of Commerce - DOPL
Controlled Substance Database

CSD Enhancements increased the reliability and completeness of the Utah database

Controlled Substance Database Enhancements

The Controlled Substance Database (CSD) tracks all controlled substance prescriptions in the state. Previously, registration to access this system was voluntary, but legislation enacted mandated that all health care providers who have a qualified controlled substance prescriptive practice now register with the CSD. Working with DTS, all current users of the CSD were associated with licensee information in the Division of Occupational and Professional License (DOPL) database.

Processes were created to verify CSD registrations, cross-reference them to licensees in the License Enforcement System (LES) to ensure registration, and compare the credentials for authorized access to CSD. These processes permit the agency to know instantaneously that the user has officially registered and are in compliance with legislation.

To ensure all licensees and those required to register have done so, DTS downloaded information from the Drug Enforcement Administration and confirmed all Utah licensees to be registered. This increased the reliability and completeness of the Utah database and ensures compliance to legislation for both registration and qualified access.

Upgraded Wireless Network

All conference rooms and public spaces for Commerce in the Heber Wells Building were equipped with CapNet wireless internet access for the use and convenience of citizens and business professionals attending hearings, public meetings, and administrative proceedings. This service was in response to multiple requests for such access, and permits applicants and those completing business with the agency to access information in email and on websites as needed to complete business and requirements with the agency. The wireless network also includes encrypted UWDN service for secure wireless access and use by State employees located in the building, and those that may be attending meetings, hearings, etc., to access state networks and sites.

Expanded One Stop Business Registration

The online business registration system for first time business applicants was expanded to include three additional Utah cities: Murray, North Logan, and Springville. Business applicants operating in these jurisdictions are now able to complete their primary business registration requirements at the same time they provide information for state licenses issued by the Department of Commerce, Utah State Tax Commission, and Department of Workforce Services. These three new cities bring the total number of participating cities to nine. Discussions have been held with four other cities and we are awaiting completion of their review process and decision to participate. Additional participating cities ease the registration requirements for applicants doing business in those locations and adds to the overall value of this online service to all participating agencies and users.

Revised Agency Web Sites

During the year three main websites of the agency (Real Estate, Commerce Administration, and the main Department of Commerce site) were heavily revised to incorporate additional information, enhance the integration of services and products, improve accessibility, and to comply with federal and state laws. Sites were modified to incorporate current industry best practices for website design and functionality. Additional recommended changes identified through audit by a national nursing professional organization were also incorporated into the DOPL website. These enhancements improve the user experience and make agency information easier to access and use.

Additional Accomplishments:

- Desktop computers were installed in the public access area of the Real Estate Division to aid and assist individuals with registration requirements of the division.
- DTS management and staff provided technical input to the development of Request for Proposals (RFP) for third-party specialty services secured by the agency.
- DTS worked with agency management to create and complete a thorough inventory of all existing hardware to improve accuracy of equipment is assigned, standardize descriptions, and determine the location and condition of the equipment.
- New credit card swipe devices were programmed, tested, installed, and integrated into the existing payment processing and data systems.
- DTS and the Division of Securities continue to work on and finalize the division's STRES application.
- Utah Interactive developed an online initial application and renewal service for the Charitable Organizations within the Consumer Protection Division.

DTS ACCOMPLISHMENTS

Insurance and the Utah Health Exchange

During Fiscal Year 2011, Insurance became involved with many of the initiatives of the Utah Health Exchange. As part of this, Insurance has developed an enhanced version of the On-line Agent Search.
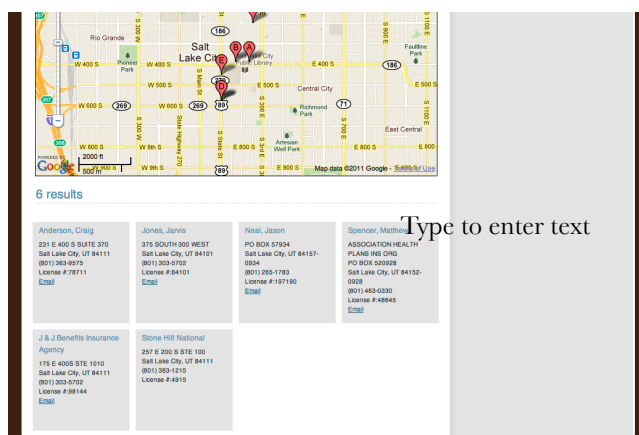
The Agent Search II project will soon be available to the public. This allows users to search by address, name, or even license number.

Once the search criteria has been entered, the user can see the results, both in text and in a map-friendly format. In addition to finding the name and location of agents that satisfy the search requirements, the user can see the details of the license status along with the agency affiliations and all contact information.

This is just one of the projects that Insurance will be completing in cooperation with the Utah Health Exchange.

Other Agent Search upgrades, as well as a Rate Transparency Website and associated Application, have already started during FY2011 and are slated to have deliverables completed in FY2012.

Additional Accomplishments

- Deployed EMC Documentum Back Office Partial Automation to the Company Licensing, Captive Insurance, Consumer Complaints, Market Conduct and Producer Licensing.

- Implemented SIRC (Sircon Insurance Regulator's Consortium) Shareware Server with web service to the NAIC's Online Fraud Reporting Service (OFRS) which in turn interfaces with NICB and ISO insurance fraud databases.

- Deployed Title Insurance Assessment Changes

- Deployed GAP Waiver Renewal Assessment

- Deployed Documentum Read Only Interface to Sircon for States

- Deployed Medigap II with significant increases in functionality.

- Deployed SERFF (State Electronic Rate & Form Filing) PPACA (Patient Protection and Affordable Care Act of 2010) enhancements.

DTS ACCOMPLISHMENTS

Credit Union Data Processing & Reporting

All credit unions are required to file periodic financial and other information with their respective regulators, the Department of Financial Institutions (DFI) and the Nation Credit Union Administration (NCUA). The NCUA is the national organization that insures customer deposits in credit unions. The quarterly Report of Condition and Income is generally referred to as the Call Report. This reporting is essential to auditing and monitoring the credit unions financial health and integrity.

Previously the department would collect quarterly Call Report information from state chartered credit unions, input the data into a stand alone application, validate the data, and then upload the data to the NCUA's data repository. The department would then interface with this stand alone application to retrieve data for its own internal reporting purposes. Now, credit unions can directly input and submit Call Report data through the NCUA's nation wide Credit Union Online system. The department, with supervisory authority, can access this online system, validate the data, and directly download the most current data for their own particular reporting needs. Incorporating the new xml data required various programming changes to the agency's database interface.

- Eliminated time associated with agency manual input
- Improved reporting accuracy by timely incorporation of CALL report amendments and adjustments

FDIC Extranet Access Availability

A fundamental regulatory responsibility of DFI is to conduct periodic onsite exams of state charted banks. These examinations are done jointly with the Federal Deposit Insurance Corporation (FDIC), which is the national organization that preserves and promotes public confidence in the U.S. financial system by insuring deposits in banks. To facilitate the exam process the FDIC developed a secure extranet website for state regulators to provide many of the same online resources that were available to the federal examiners. During fiscal year 2011 the department completed setting up access for all its examiners to the FDIC's extranet website.

Important exam resources now readily accessible to all state examiners include:

- **Examination Download System** – Provides direct access to financial data which is downloaded into the GENSYS, the General Examination System application.
- **FDICconnect Exam File Exchange** – A secure platform for electronic communications and file exchange between authorized users.
- **Interest Rate Risk Standard Analysis Reports** – Provides valuable information for assessing a bank's interest rate risk exposure.
- **Regional Economic Conditions Reports** – Provides local, up-to-date information on business conditions and economic trends that affect insured institutions.
- **Statistical CAMELS Offsite Rating Reports** – Reports that use statistical techniques to estimate the relationship between Call Report data and examination results to identify institutions likely to receive a ratings downgrade at the next examination.

- Improved security to confidential exam data
- Reduced travel requirements to collect exam information
- Reduced time in exam preparation and reporting
- Improvements in exam findings content

- Improves regulatory oversight at minimal cost to the agency
- Provides a standard mythology for mortgage licensing

National Mortgage Licensing System Adoption

A federal law, know as the "SAFE Act", requires all mortgage loan originators to register with the National Mortgage Licensing System (NMLS). This online internet based system is the official and sole system for companies and individuals seeking to apply for, amend, renew and surrender licenses managed in the NMLS on behalf of the jurisdiction's governmental agencies. The Department of Financial Institutions has regulatory oversight on a small subset of mortgage lenders, servicers, and brokers within the state of Utah. During fiscal year 2011 the department adopted the online NMLS to comply with federal law and improve its regulatory responsibility.

- Offsite secure backup in a physically safe, climate-controlled environment

- Progressive incremental backups which reduces network traffic, transmission time, and server storage requirements

- Multiple file versions retained for point in time restores

- Web based client platform provides robust customer administrator capabilities to manage backup and restore activities

- 24x7 Monitoring

- Reliable power with UPS, battery, and generator backup

Tivoli Storage Manger (TSM) Backup

DTS provides a backup, archive, and restore service for agency servers which is built on the TSM application. TSM supports a broad range of client and file server platforms and is a robust enterprise backup solution. An initial full backup is performed and then followed by daily incremental backups which are replicated daily between the Salt Lake and Richfield data centers, eliminating the need to physically move tapes to offsite storage. This service was recently implemented on agency servers and provides numerous benefits to the agency.

DTS ACCOMPLISHMENTS

UTAH DEPARTMENT OF HEALTH

Bloodhound project is allowing the State to realize $1.8 million annually

Read Utah's proposed changes for
Transforming Medicaid

Bloodhound Project

In July of 2010 a project was begun to implement a post-adjudication, pre-payment claims editing solution into the Medicaid claims processing cycle. This project was born out of legislative audit findings which pointed to improper billing practices which the existing system was unable to capture. As the winning vendor of the RFP process, Bloodhound Technologies committed to implement their pre-payment editing solution by mid-December 2010.

DOH was required to modify the claims processing batch cycle and provide Bloodhound with an extract of the claims in a specified format. Upon completion of the Bloodhound editing, DOH was required to integrate the Bloodhound edits into the claims cycle and complete the balance of the adjudication cycle. While relatively simple in concept, this project turned out to be the most complicated endeavor we undertook this year.

The successful execution of this project required the dedicated involvement of 10 programming staff and the development of new and innovative processes and procedures.

The Bloodhound editing project is allowing the State to realize average savings of about $35,000 per week, or about $1.8 million annually.

Utah Medical Examiner's Database (UMED)

When the UMED system went operational it was the culmination of a two-year effort to develop a new data system for the Office of the Medical Examiner that was tightly integrated with the vital records death certificate database, Eden. This effort was funded in part by a CDC grant for emergency preparedness to enhance the capabilities of both OME and vital records in case of a mass fatality event. The integration between an ME database and death

certificate database is believed to be unique in the United States. UMED was designed by Mark Jones and his team of programmers as a web-based system hosted in a LAMP (Linux-Apache-MySql-PHP) environment. UMED is used by OME, deputy OME and other staff

statewide to input, manage and report data from investigations of deaths in Utah. The UMED database coupled with the death certificate database represents a rich resource for epidemiologists and researchers.

O.M.E.

**Dr. Todd C. Grey, M.D.
Chief Medical Examiner**

Additional Accomplishments:

- All current mainframe and Oracle programs were analyzed and reprogrammed to discontinue use of the PACMIS eligibility system

- Removed the ADABAS data for claims and PA indexes, which also involved creating an oracle environment to contain the data

- MMIS production, test, and development oracle databases were migrated to the virtual server environment

- On-time delivery of Teradata Hardware and Software Upgrade

- New Protegrity Data Protection System (DPS) software was installed and implemented

- Prepared and submitted historical claims data for HMS

Program Integrity Case Management (PICMS) System Upgrade

The oracle team was given a task to rework what we had already developed for the PICMS system in our oracle environment. It was being used by the Program Integrity group to keep track of the different audits they were doing. We worked with them to get new requirements defined and their system was upgraded to

include many new features. We are able to interface with the Data Warehouse system to pull data into our oracle system. We use this functionality to keep track of the different audit groups that are requesting data to be audited on. Many new reporting tools were developed and an accounting function was enhanced to keep better track of the recoveries. This was all done within a set timeframe and within the budget provided.

Intermountain HL7 Death Certificate Interface

The Intermountain HL7 Death Certificate Interface was developed in collaboration with Intermountain Healthcare to facilitate the ability of physicians to sign death certificates using Intermountain's electronic health record (EHR). Intermountain developed a cause of death module in their EHR that conformed to national standards for death registration. The VR development team developed a staging database and

implemented a matching algorithm. DTS worked with Intermountain staff to develop an HL7 message using existing HL7 message segments. The system went operational in April 2010 and is still in pilot testing at Intermountain. This interface is the first in the nation to provide interoperability between an EHR and electronic death certificate system. The HL7 message developed was, with minor modifications, adopted by CDC and proposed to the HL7 organization as a draft standard for trial use, a model for other states to follow in developing this interoperability.

DTS ACCOMPLISHMENTS

Housing Database

DCC has been working with non-profit housing agencies throughout the state to improve the Affordable Housing database. There are forty housing agencies and development companies who list a total of 396 subsidized properties available for vulnerable population groups. Usage of this database is up 60% over last year and is averaging over 2,500 visitors a month.

Utah Affordable Housing Database

Search for Affordable Housing

Check all of the categories that apply. Enter your monthly income only if you choose the "Rent I Can Afford" option.

If you are a victim of domestic violence and need safe housing, please call 1-800-897-LINK or visit http://www.hsdcfs.utah.gov/domestic_violence.htm

Enter your monthly income:
$ 0

- [ ] Rent I can afford
- [ ] Disability Accessible Housing
- [ ] People who are Transitioning from Homeless
- [ ] Youth in Transition
- [ ] Homeless
- [ ] Accepts Section 8 Vouchers

- [ ] People With Mental Illness
- [ ] People who are HIV Positive
- [ ] Senior Housing
- [ ] Units for those Discharged from Incarceration
- [ ] Developmentally Delayed

Please specify a county
all

Search

State Library

The State Library launched an Inter-Library Loan (ILL) system. This new system allows personnel to catalog and track resources online. Previously these duties were performed manually. Public libraries, especially in rural areas, use the service to share resources with larger libraries. This system provides a central point of coordination for the ILL program. It has also reduced printing costs and expedited the process to make same-day service possible for public libraries.
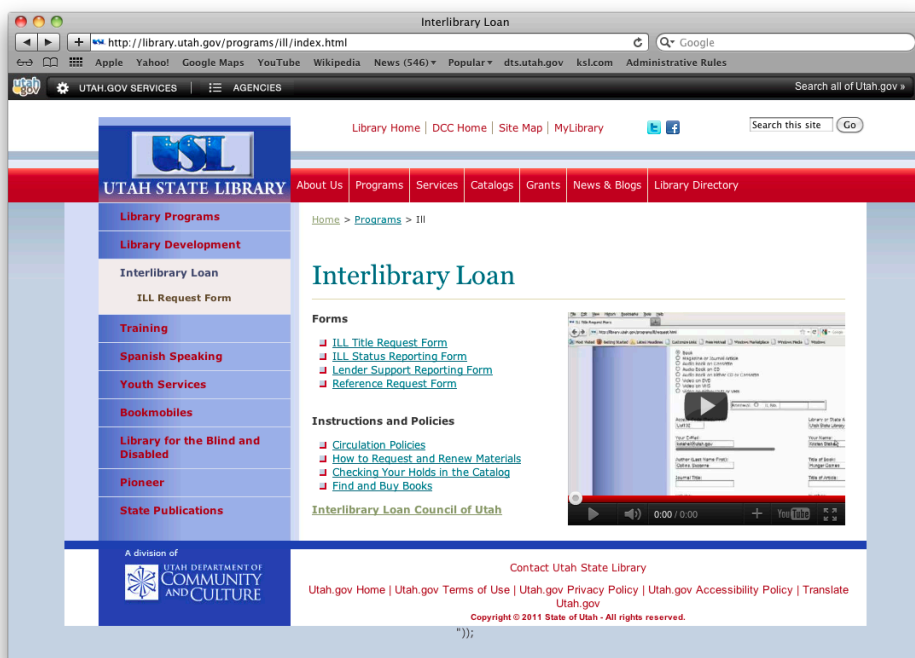
DTS ACCOMPLISHMENTS

Horse Travel Permits

When traveling anywhere in Utah with a horse (including riding them) you are required to have proof of ownership or written permission from the owner. A popular way to do this is to obtain a horse travel permit from the Department of Agriculture and Food. These permits can be temporary or the owner can obtain a permit that is good for the life of the horse.

In previous years, lifetime horse travel permits required a state brand inspector to see proof of ownership, fill out an application, draw the horse's markings on the application, then mail the application to the main Agriculture and Food office. The Brand Recorder (a DAF employee) would then hand draw the markings on a special card stock form, type

the information on that card stock form, laminate it, and mail the 4x5 inch permit to the owner. It didn't fit in a wallet and turn around time was not quick. When a request to verify a permit was received the Brand Recorder found herself crawling into a series of cabinets looking for the original application.

DTS has created the Horse Travel Permit application. This application allows storing and issuing of lifetime horse travel permits electronically. The brand inspector can take a photograph of the horse, jot down the information, and email it to the main office. The Brand Recorder now loads (or scans) the horse image into a database, enters the owner

and horse information and prints a wallet card (credit card size) with the photo on one side and the owner / horse information on the other. The Brand Recorder can easily transfer a permit from one owner to another if the horse is traded (or a sale) takes place. The owner is able to go online to lookup the permit or order a duplicate. Law enforcement can go online to verify horse permits.

Restricted Use Pesticide

The new Restricted Use Pesticide application allows electronic upload and analysis of pesticide sales records to help spot violations and protect the public from untrained sprayers using dangerous pesticides inappropriately.

Food Sanitation Management System

During 2011, DTS enhanced the Food Sanitation Management System Client/ Server application to comply with new federal rules and eliminate inefficient synchronization between three databases.
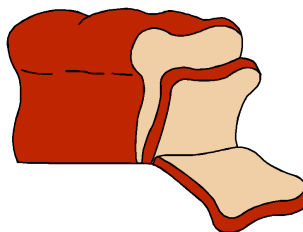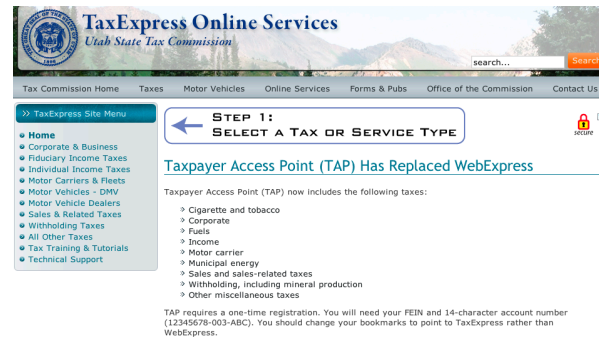
Windows 7 Testing and Application Upgrades

All DAF applications were tested under Windows 7 (64 bit) and upgraded to work with Windows 7 (64 bit).

DTS ACCOMPLISHMENTS

Many upgrades to GenTax were implemented in 2011, including 2010 Legislative and form changes

GenTax Enhancements

DTS worked with the Tax Commission and Fast Enterprises during 2011 to incorporate several important enhancements to the GenTax system, including:

- Implemented the fuels taxes segment in GenTax, which included aviation, motor fuel, environmental surcharge, special fuel supplier, and CNG taxes. This rollout also included the implementation of TAP web access, allowing additional functionality with viewing accounts, returning filings, and making payments. Additionally, DTS and Fast Enterprises made the move to the uniform fuels return to allow electronic filing and information sharing with other states. Finally, enhancements were made to allow taxpayer and vendor filing of electronic returns via Excel upload and XML via a web service.

- Upgraded GenTax to V8, a major system upgrade which brought a lot of new functionality.

- Implemented five Cigarette taxes and Municipal Energy tax in GenTax. This also included an upgrade to the electronic account access in GenTax TAP for Fuels, Corporate, Withholding, Mineral Production, Special Fuel User refunds, Cigarette taxes and Municipal Energy. Additionally, enhancements made now allow epayment for Corporate, Withholding, Mineral Production, Cigarette taxes and Municipal Energy, and all the miscellaneous taxes. Finally, this enhancement allows bulk submitter filing of returns and payments for withholding and mineral production.

- Implemented 2010 Legislative changes and form changes to GenTax as defined by the Commissioners' working group for pass-through entities for income, fiduciary, corporate and partnership in GenTax, Scanner and JELF. This also addressed critical service requests as prioritized by the agency. The upgrade also included the implementation of One Stop Business Registration phase 4 changes.

Motor Vehicle Enhancements

DTS worked with the Tax Commission Motor Vehicle Division this past year to develop an Impound web service which can be accessed by the Impound Vehicle System application. This allows towing companies and eventually law enforcement to record the details of a vehicle impound and have impound information *automatically* update the motor vehicle system, providing greater speed and efficiency in processing impound releases and sales.

DTS developed a new interface and replaced the existing credit card pin pad with new devices. This involved the purchase and deployment of over 200 credit card machines to 39 offices statewide. Changes were made to the application to accommodate the new machines as well. This deployment upgraded the security of the machines to meet new PCI requirements.

DTS automated the Impound Sale process to help shorten the time period from impound date to sale date, in order to reduce the amount of impound storage fees being paid by the Tax Commission. This reduced cost and enhanced agency revenue.

DTS developed the Legislative reports in the application for the business side, helping to ensure more accurate and constant information is provided during the legislative reporting period instead of having ad-hoc reports being done with different criteria each time a request is made.

DTS developed interfaces to allow for email reminder notices to be sent instead of sending the record to be printed and mailed. When complete, this process will allow for a reduction in postal costs and give the citizen the opportunity for an electronic notification of vehicle renewal. This will apply not only to cars and trucks, but to ATV's and snowmobiles as well.

Justware Implementation

A new appeals tracking and processing application was purchased, configured, and installed for the Tax Commission. This greatly enhanced the capabilities to process, track, and schedule appeals made to the commission.

The new application greatly enhances the group's ability to automate correspondence and replace mailing with email where appropriate. Incoming documents are scanned and kept in an online case file, reducing filing overhead and lost documents. Scheduling appeals is a much enhanced process that also allows individuals from the Attorney General's Office as well as private attorneys to log in to a web portal and see the schedule for their related appeals. This has been a very successful purchase and implementation.

Certified Tax Rates

DTS worked with Tax to continue the process of enhancing the Certified Tax Rates application, including the ability for county representatives to upload information. This helped to further reduce the effort required to complete the certified tax rate process.

Certified Tax Rates allows for the entry of all necessary property values and budget information, enables users to see the intermediate calculated amounts that determine the certified rates, produces numerous reports, and calculates the certified tax rates. Each step in the process is visible to everyone involved, with color indicators showing the completion of each step.

Additionally, prior year rate detail was converted so this system is the one place to go for certified tax rate information. Guests can login to view the information making certified tax rates more transparent, an issue of growing importance to government in this internet age.

DTS ACCOMPLISHMENTS

Completion of the Business Resumption test fulfills a federal certification requirement while helping ensure the agency's applications will remain functional in the event of an emergency

SAFE Implemented Business Resumption Plan

DTS worked with Human Services to successfully exercise the SAFE Business Resumption (BR) plan with automatic failover to Warm-site, which also successfully returned to production status after the test.

The SAFE BR Plan is based on a 'warm site' HP/UNIX Server located in Richfield. The database team does daily full production backups and sends copies to the Richfield server. Incremental (log) backups are created every thirty minutes and sent to Richfield.

The BR Database Server and Databases are pre-defined, but must be configured for production use before the database can be populated. The Richfield backup server also serves as the

development and test environments for the SAFE business analyst and development teams.

A machine reboot of the Richfield Backup Server is required to provide a production-level resource. This process takes less than an hour to complete.

SAFE Production Logins automatically synchronize with the BR database on an hourly basis.

SAFE scripts dynamically switch to point to the BR Database via a single parameter.

The client switchover process automatically detects a production database failure and automatically switches

over to the BR database when the failure occurs.

SAFE's FY11 Business Resumption Testing went very well. The Initial Switchover Test was completed without incident. The Second Switchover Test went well, but the broader scope of the test resulted in a number of issues being found and resolved. We view finding and resolving these problems as evidence of the success of the test. As we repeat these tests, we will probably find and resolve new issues as well.

Completion of this test fulfills a federal certification requirement while helping ensure the agency's application will remain functional in the event of an emergency.

National Youth in Transition Database

DTS worked in conjunction with Human Services to successfully transmit a valid National Youth in Transition Database (NYTD) file to the federal government. Utah was one of the first states to complete this task. Doing so fulfills a federal requirement and avoids federal penalties.

Completing this project required significant software modifications within SAFE and changes to Division of Child and Family Services (DCFS) Practice to collect information regarding Transition to Adult Living Services delivered to youth 14 and older, and surveying of foster youth at 17 and again at 19 and 21 regarding their outcomes.

ORSIS Enhancements

- Architected a back end to deliver documents in a much more efficient fashion, not only allowing document generation to be much more closely integrated with the existing business, but also setting the stage for electronic delivery of documents.

- Finished the implementation and integration of the IVR/Call center. This radically redefined, and significantly streamlined how the customers of ORS interact with employees, giving the business much more flexibility in assigning case loads, and decreasing the length of time customers waited for answers.

- Implemented a new process for expediting small changes that do not involve significant design modification. The increased rapidity of deployments has had a significant positive effect on customer satisfaction.

Web Presence Enhancements

- New Content Management System for all DHS web sites: Wordpress was selected and installed as the Content Management system to be used on all DHS web sites.

- New Recovery Plus Web site: Recovery Plus Web site was implemented to promote health and wellness in people with mental illness and/or substance abuse.

- Adult & Juvenile Female Offenders National Conference Web site: Created a conference site for users to register for the conference.

- Just for Youth Web site revamped: Web site has been redesigned in response to input from focus groups.

- MASOB Building Service/Maintenance Form – Rolled out to DEQ: Utilized the Building Maintenance created for DHS to help the DEQ web team implement it on their site.

- 2010 DHS Employee Survey: Annual Employee Survey form created and tallied for DHS.

Data Warehouse Upgrades

•The new Health Department Direct bill allows providers to bill directly through the Health Department instead of passing the bill through Human Services. The DHS Data Warehouse processes had to be changed to take the tape from Health and load it into the warehouse and find the DHS Division that owned the billing record.

•DCFS is required to file an annual tape to the Federal Government for the National Data Archive on Child Abuse and Neglect. The DHS Data Warehouse team worked with the DCFS Information Analysts to extract the correct information from SAFE and create the tape to be sent. Each year there are many changes to a very complicated process, sending 145 data points for each client record.

- Extracted client information from the DSPD USTEP system to include in the DHS Data Warehouse.

DTS ACCOMPLISHMENTS

Enhancements have improved both the business and the operator's ability to conduct business and complete work

Automation of Oil, Gas, and Mining Office Functions

In FY 2011, DTS staff supporting Oil and Gas automated many of the office tasks relating to the archiving and storage of well drilling information, including:

- Approved electronic permits and sundry notices are now automatically converted to PDFs, combined with the well history file, and made available on the division's public web site.

- Paperwork scanned by the Department of Corrections is also automatically added to the well history file and made available on the web site.

- Approvals are no longer sent out by mail. The permit applicant receives an email with a link to retrieve electronic copies of the signed and approved documents.

- The filing of "Work Over" Tax credits is now able to be handled electronically.

- The ePermit web site no longer relies on third party command line programs to process electronic documents. The processes are all handled by web based Java functions.

- The speed and reliability of Oil and Gas' electronic permit program has been greatly increased.

Additional capabilities, such as electronic monitoring of SQL and web processing have been added to eliminate the need for staff to manually check work status daily.

Together, these enhancements have improved both the business and operator's ability to conduct business and complete work. The current Oil and Gas system is considered by the business to be in the top ten currently in use nationally.

Upgrades for Division of Water Rights

DTS staff supporting the Division of Water Rights completed several upgrades in FY 2011:

- Replaced an existing FORTRAN application using web based technology (Application Server Pages – ASP) to import spreadsheet data into the Division's database.
- Developed a web based application to manage Apportionments of Beneficial Use.
- Enhanced the Water Rights Well Drilling application.

DTS also developed several key applications for the division, improving business processes and/or protecting the holder's of water rights:

Water Company Project – DTS staff created an application and database to house Utah Water Stock/Share Companies. This program enters and retrieves all of the pertinent data for all water stock or share companies in Utah. The data specifically includes shares of stock outstanding and shares of stock used. The program also produces a Share Statements for new shareholders as well as creates a new entry in the Water Rights database.

Proof of Pub Handling - Before a new water right application can be acted on, it must be "advertised" in a newspaper local to its location. The newspaper advertising the application must also provide "proof" (usually a notarized document) that this has been done. Further action on an application cannot proceed and the newspaper cannot get paid for their service without this proof of publication. DTS staff developed a program that tracks "proof of

pubs," to determine if they are arriving at the Division in a timely fashion. If not, the program sends out reminder letters to the newspaper. If there is still no response, the water right application is re-advertised, without the Division paying for the first one.

Approval Date Verification and 50 Year Period – The Division determined that many Segregations (the dividing of a water right) did not use the correct approval date when the Segregation took place. Without a correct approval date, certain important future limiting dates (e.g., 14 Year Period and 50 Year period) cannot be accurately set, since they are based on the approval date of the application. DTS staff created a program that traverses the "family trees" of segregated water rights to check that approval dates are accurate and if not, modify them to the correct date.

Enhancements for Division of Wildlife Resources

During FY2011, DTS staff updated the interface for Combined Wildlife Multiple Use (CWMU) permit issuance. The CWMU permit interface allows tracking of CWMU operators; entry of requested permits; DWR suggested permits; and finalized permit number. The application then creates voucher information, prints vouchers to be distributed to operators, and stores voucher information in the database used to issue the actual permit to customers.

Other key enhancements during FY 2011 include:

- Designated Hunter (DH) Status Report - allows customers enrolled in the Dedicated Hunter

program to view their status online.
- DH Admin Application - changes were made to printable COR documents and continued maintenance of annual printing of Permits
- WEX App updates (Wildlife Education) - Database changes were made, allowing more information in test questions including the option to randomize answer order (or not). Customizations were completed to Certificate of Completion, course by course. DTS also added additional WEX courses: Wasatch Front Extended Archery, Bison Hunt, Dedicated Hunter Orientation, Shed Antler Hunting, and Quagga Mussel Awareness
- Implemented a new method of serving crystal reports in the virtualized environment.
- Implemented a new video conferencing system in Division

offices that will greatly reduce travel expenses.
- Updated the credit card process in all regional offices to remove the computer interface and provide a separate mechanism to process credit cards. This improves the division's PCI compliance.
- Worked with vendors to proved support for annual sportsman convention draw, providing an interface to lookup customers who apply and to verify the drawing.

DABC Warehouse Expansion

To facilitate the DABC's warehouse expansion, reorganization, and process improvement initiatives, DTS staff were engaged in a number of related projects throughout the year. The overall goals of this initiative were to increase overstock storage capacity, automate product movement for main warehouse replenishments, streamline the flow of product throughout the warehouse, and maximize the use of existing warehouse personnel to meet the ever increasing demand for product.

Satellite Warehouse:
To create space for the 90 degree rotation of all Main Warehouse racking, the DABC leased a 50,000 square foot satellite warehouse approximately 3 miles west of the main DABC complex. DTS provisioned this location with the appropriate computer, telephone, and surveillance system hardware, wireless warehouse guns and network connections. The DABC Development Group created new programs to coordinate remote product receiving and the inventory control and transfer between the two warehouses. The facility was subsequently decommissioned in June 2011 after all warehouse projects had been completed.

Main Warehouse Reorganization:
Several structures within the main warehouse were demolished and new office facilities constructed in tandem with the rotation of main warehouse racking and the addition of two receiving docks. New materials handling equipment, including wire-guided "cherry pickers", charging stations, and product receiving re-palletizers were also added. This project engaged DTS staff in rewiring almost the entire warehouse facility for voice, data, and wireless systems, and custom programming solutions were created to manage the movement of product from

their old home locations to temporary transfer locations and, finally, to their new home locations.

AS/RS Expansion: The Automatic Storage & Replenishment Warehouse is the overstock location where some 6,000 pallets of product are stored and from which the main warehouse is replenished as necessary for picking operations. The increased demand for timely product movement, and an increase in the product lines carried had pushed this facility to capacity and the building was expanded to accommodate a further 4,000 pallets of product. This project required some program changes to manage the increased capacity, and the addition of a backup

generator to power the entire facility in the event of any outages.

Sort-Transfer Vehicle (STV) Installation: As part of the AS/RS Expansion, and to serve the newly oriented main warehouse racking system, a new automated product-movement system was installed to move product from the AS/RS to one of 24 new output locations. This installation significantly reduced driver-operated forklift operations, moving replenishment product faster and safer than was previously possible.   DTS staff were involved in data connectivity, system redundancy, and integrating the system with the main Warehouse Management System.

DABC Website Replacement

The Web site replacement project was launched with the collaboration of DABC division directors. The initial build and navigation controls were implemented by the Development Staff and DTS Web professionals from DTS Enterprise resources and the new site was deployed in July 2010.

Software Maintenance and Systems Support Initiatives

The onsite developer group performs continuous break/fix and software enhancement tasks throughout the year. Highlights during FY-11 included the following:

- Warehouse Reorganization Support (code changes and integrations)
- Internal Data Auditing program
- System Documentation and Tracking
- Warehouse Shipment and Store receiving Management
- Variable Price Change Module
- Drop-shipping Management and Accounting

Store Provisioning

The opening of new stores involves the physical installation and configuration of network, back-office, point-of sale, and security systems, and the addition of the facility to all major software systems for inventory, product ordering and receiving, sales transactions, shelf labeling, and all retail-oriented tracking and reporting. DTS Staff were involved in the following store projects:

- Store 29 (Holliday), opened 08/23/2010
- Store 45 (Springville) opened 12/14/2010
- Store 20 (Main Street) was closed on 3/31/2011

This was a new experience for the DABC being the first store that the agency has ever closed. Removing and decommissioning store

hardware was straight-forward enough, but the absence of a store also impacted all automated software support scripts, start-of-day and end-of-day support processes, and agency sales, product movement, and inventory reports. The experience resulted in the development of a Store Decommissioning checklist to aid in any future operations of this type.

DTS ACCOMPLISHMENTS
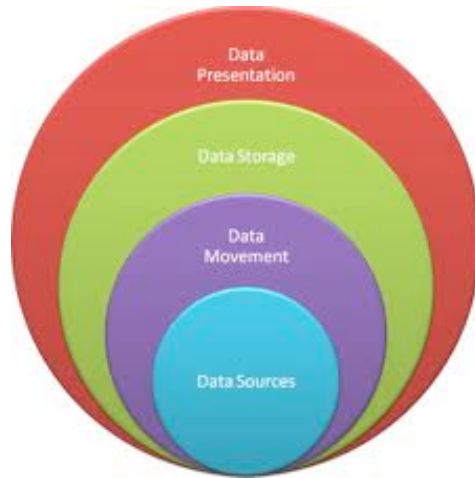
DTS has implemented many new Business Intelligence features, providing efficiencies for the UDC.

Business Intelligence Projects

The Business Intelligence team has built and implemented the following data marts:

• Implementation of BI Substance Testing: this module allows UDC the ability to view who is being tested, who was found to have been taking illegal substances, where the inmate was housed, and other information related to substance testing.

• Implementation of Primary Offense: this module shows the severity of offenders' primary offense by inmate location and other reports.

• BI Incident and Disciplinary development and implementation was completed in June 2011. This report shows information related to incidents by location, offender status, and other parameters as well as associated disciplinary results.

BI On-Call: The BI team began monitoring the BI data loads over the weekend so that if a data load failed, they would be able to fix the problem and load the data. This has been working well for the UDC.

Web O-Track Development and Implementation

Over the past year, DTS has collaborated with the State of New Mexico to rebuild the Web F-Track module to meet the needs of the Utah Department of Corrections. DTS is currently in the implementation phase of the F-TRACK project. We estimate that by taking the base code from New Mexico to build Web F-Track, DTS saved the Department of Corrections and the State of Utah $500,000.00.

DTS is currently in the process of gathering requirements for the Case Action Plan, (CAP), the next module to be developed.

Medical (M-Track) Updates

During the past year, several modifications have been made to UDC's Medical System (M-Track). These changes have improved the way prescription drugs are dispensed and updated the data format for Medispan drug information.

Infrastructure Accomplishments

The infrastructure group (Help Desk, Desktop Support, Hosting) provides excellent technical support to UDC on a daily basis. The First Call Resolution metric for UDC is one of the highest in the state. Additionally, they've completed the following projects or coordinated with other groups in DTS to get these projects completed:

Increased Bandwidth

CUCF - ran a new WAN connection to the Gunnison Prison. This improved network speeds to the prison and to offices that connect through the prison.

AP&P Price office - increased WAN bandwidth to the AP&P office in Price.

NUCC - increased WAN bandwidth to the Northern Utah Community Correctional Center.

Video Conferencing

DTS set up video conferencing between the Board of Pardons and the county jail in Beaver. This allows Board members to travel less, and Corrections officers to transport prisoners less, resulting in a cost savings to the state as well as increasing public safety.

Migrating Applications

DTS moved the Tiger Commissary application off the NORM server. This reduced, but did not eliminate performance issues for both applications. We are still looking for ways to improve performance.

Updates to the Navision Offender Receipt Management System (NORM).

Archive - worked to archive NORM data into a non-production database, improving response times.

Migration Preparation - built infrastructure for the eventual migration of NORM from Corrections to the Salt Lake Data Center and from Navision 5 to Navision 6.

Officer Scheduling Application

DTS replaced an obsolete scheduling system, meeting a pressing agency goal to finish by the end of the fiscal year, and eliminating one application that would not run on Windows 7. This included the RFP process, a fast deployment of new servers, and implementation of the system.

Equipment Refresh

DTS purchased, prepared, and began to deploy 420 new PCs

UDC Parole Violator Center

DTS started work on a new Corrections facility. Lines have been ordered for the fire alarm, the elevator, and the intrusion alarm.

Internet Explorer 8 Deployment

DTS upgraded Corrections and Board of Pardons PCs to Internet Explorer 8. This gave everyone better functionality and service.

AG's Preservation of Data

DTS spearheaded an effort to give a clear agency and DTS response to letters from the AG. Our work, though incomplete, has already been used by other agencies. At it's best it will ensure that we have clear due diligence procedures for preservation of information.

ZEN 10

DTS deployed ZEN 10, a desktop software management suite that should cut the time required to manage all PCs at Corrections.
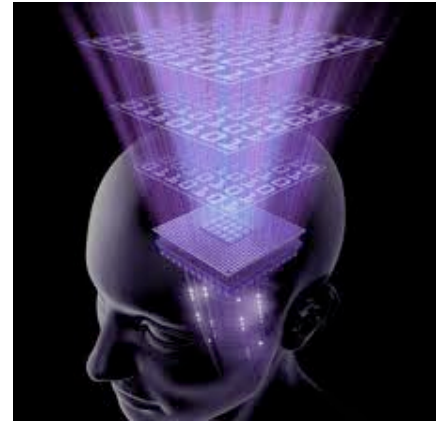
DTS ACCOMPLISHMENTS

Business Intelligence Projects

The Business Intelligence team has built and implemented the following data marts:

- Implementation of BI Substance Testing: this module allows UDC and BOP the ability to view who is being tested, who was found to have been taking illegal substances, where the inmate was housed, and other information related to substance testing.

- Implementation of Primary Offense: this module shows the severity of offender's primary offense by inmate location and other reports. This is used heavily by both the Board of Pardons and UDC.

- Creation of the Prison Intake Report for BOPP: DTS created a tab on the BI page for BOPP and added the Prison Intake Report to that tab. DTS also provided training to the board about how to access BOPP reports in BI.

Web O-Track Development and Implementation

Over the past year, DTS has collaborated with the State of New Mexico to rebuild the Web F-Track module to meet the needs of the Utah Department of Corrections and the Board of Pardons. DTS is currently in the implementation phase of the F-TRACK project and will have completed implementation in the next Fiscal Year.
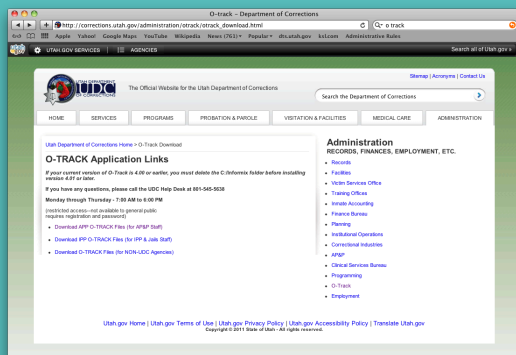
Infrastructure Accomplishments

- **BOP Hearing Files** - DTS fixed a procedural error that made it hard for BOP to work with audio files of their hearings. Many times in the past, more than one hearing was in a single file. From now on, they will be separate.

- **Internet Explorer 8** - DTS upgraded Corrections and Board of Pardons PCs to Internet Explorer 8. This gave everyone better functionality and service.

- **Zen 10** - DTS deployed ZEN 10, a desktop software management suite that will reduce the time required to manage all PCs at BOP.

- **Process Improvements**
  - Receiving & Surplus - implemented new receiving and surplus processes, which will reduce staff workload

  - Help Desk - integrated Board of Pardons into the Corrections help desk, improving service and response times

  - Backups - standardized the backup process on the Board of Pardons file server.